

Exhibit A
Statement of Work
For
Consolidated Logistics,
Administrative, and Scientific
Information Contract (CLASIC)

April 1, 2011

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Definitions

AACR 2: Anglo-American Cataloging Rules II

ALA: American Library Association

AMS: Acquisition Management System

APPL: Academy of Program/Project Leadership

Applicable, laws, regulations, directives and standards: Those included in tables at the end of each major SOW section.

ASAP: Aeronautics and Space Access Page – NASA-developed web site that allows access to scientific and technical information from NASA, other Government, and scientific organizations

A/V: Audio/visual

CAGE: Contractor and Government Entity

CMTS: Chemical Material Tracking System

CO: Contracting Officer

Concatenate: To link together, referring to linking Postscript files together for printing or on-line dissemination

ConITS: Consolidated Information Technology Services

COSATI: Committee on Scientific and Technical Information.

COTR: Contracting Officer's Technical Representative

COTS: Commercial-off-the-shelf

Curator, web site: The person responsible for publishing and maintaining information on each web page in a web site

DCAA: Defense Contract Audit Agency

DCMA: Defense Contract Management Agency

DLA: Defense Logistics Agency

DRD: Data requirements document

DRMO: Defense Reutilization and Marketing Office

Dublin Core: The Dublin Core Metadata Initiative (DCMI) is an open forum engaged in the development of interoperable online metadata standards that support a broad range of purposes and business models. DCMI's activities include consensus-driven working groups, global workshops, conferences, standards liaison, and educational efforts to promote widespread acceptance of metadata standards and practices.

ECN: Equipment control number

EO: Executive Order

ESP: Employee Suggestion Program

EPRS: Electronic Purchase Request System

FAQ: Frequently asked questions

FAR: Federal Acquisition Regulations

FCC: Federal Communication Commission

FEDLOG: Federal Logistics

FED/MIL: FEDSTRIP or MILSTRIP orders

FEDSTRIP: Federal Standard Requisitioning and Issue Procedures

FEGLI: Federal Employees Group Life Insurance

FEHB: Federal Employee Health Benefits

FP: Fixed price

FPT&M: Fixed price time and materials

FTP: File transfer protocol

FLIS: Federal Logistics Information System

FY: Fiscal year for Federal Government is Oct. 1 to Sept. 30

GSA: General Services Administration

JCP: Joint Committee on Printing—Congressional committee overseeing all Government printing

HTML: Hypertext markup language

IDIQ: Indefinite delivery indefinite quantity

IFMS: Integrated Financial Management System – Commercial-off-the-shelf software that is being implemented to modernize NASA’s business systems into an integrated system for financial management

IT: Information technology

IUP: Infrastructure upgrades proposals

LAPD: Langley Policy Directive

LAPG: Langley Procedures and Guidelines

LaRCNET: Langley network

LC: Library of Congress.

LISAR: Langley Image Scanning, Archival, and Retrieval

LITES: LaRC Information Technology Enhanced Services

LMS: Langley Management System

Local area: within 75 miles of LaRC

LTRS: Langley Technical Reports Server

MARC: Machine readable cataloging

MEC: Multimedia Education Center

Metadata: The data about information that describes content; how, when, and by whom information was published; where it is available; and other data needed to locate the information within a library, data warehouse, or other repository.

MILSTRIP: Military Standard Requisitioning and Issue Procedures

MSC: Media Services Center

NAD: Network attached device – ODIN seat providing connection to LaRCNET

NASA formal reports: All NASA Special Publications (SPs) and NASA Technical Papers (TPs)

NASA GALAXIE: The integrated library system (ILS) used by NASA Libraries to perform various functions of acquisitions, cataloging, circulation, and serials control. NASA GALAXIE uses Sirsi software

NASA Thesaurus: Subject terms used to catalog documents in the NASA RECON system.

NEBA: NASA Employee Benefits Association
Near-site: Within 10-mile radius of LaRC
NEMS: NASA Equipment Management System
NET: NASA Engineering Training
NF: NASA form
NFS: NASA FAR Supplement
NPD: NASA Policy Directive
NPG: NASA Procedures and Guidelines
NPDMS: NASA Property Disposal Management System
NPPS: NASA Personnel and Payroll System
NSMS: NASA Supply Management System
NSP: Network Server plus (Xerox)
NTSC: National Television System Committee
OCFO: Office of Chief Financial Officer
OCLC: Online Computer Library Center
ODC: Other direct costs
ODIN: Outsourcing the Desktop Initiative in NASA
OHR: Office of Human Resources
ONR: Office of Naval Research
OP: Office of Procurement
OPF: Official personnel folder
OUM: Organizational Unit Manager
PAL: Phase alternating line – video format
PC: Personal computer – running Microsoft Windows or NT operating system
PCARSS: Plant Clearance Automated Reutilization Screening System
PCO: Patent Counsel Office
PDF: Portable document format – format (readable by Adobe Acrobat reader) commonly used for electronic dissemination of documents
POC: Point of contact
PR: Purchase request
PS: Postscript – page description language commonly used by digital printers
RDO: Raster document object
RECON: Research Connection - NASA developed database that allows access to scientific and technical information from NASA and other Government and scientific organizations
R&I: Receipt and inspection, referring to report indicating acceptance or rejection
SECAM: Sequential Conteur Avec Memoire - video format
SMPTE: Society of Motion Picture and Television Engineers
SOW: Statement of Work
SQL: Standard Query Language

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STI: Scientific and technical information

STILAS: Integrated library management software manufactured by Sirsi on which NASA GALAXIE is based

TCPO: Technology Commercialization Program Office

Technographer: a technical co-facilitator who supports the operation of interactive systems used to facilitate remote interactive participation through an electronic meeting system

TIFF: Tagged image file format

TO: Task order

TSP: Thrift Savings Plan

Unit, printing: 1 unit equals single side of 8-1/2 x 11-in. sheet in one color; i.e., 20 double-sided black & white, 8-1/2 x 11-in. sheets are 40 units; 20 double-sided color 8-1/2 x 11-in. sheets are 160 units; 20 double-sided black & white 5-1/2 x 4-1/4-in. sheets are 20 units.

Want List: List of property developed from requests from Agency customers

2D: Two dimensional, referring to animation format

3D: Three dimensional, referring to animation format

4D: 4th Dimension, referring to database software

1. Introduction

The NASA Langley Research Center (LaRC) in Hampton, Virginia has been instrumental in shaping aerospace history for more than eight decades. Established in 1917 as the first national civil aeronautics laboratory, LaRC has become a comprehensive, world-class center for aeronautics, earth science, space technology, and structures and materials research. Further information on the LaRC mission and its contribution to the NASA vision can be obtained from the web site <http://www.larc.nasa.gov>.

This Statement of Work (SOW) covers the requirements for Logistics, Administrative, and Scientific Information support services at LaRC. The statement of work is organized into seven sections, or work areas: General Requirements, Information Technology Requirements, Logistics, Administrative Services, Scientific Information, Video Support Services, and Technical Library Services. Each section ends with performance standards, which are implemented by the Performance Requirements Summary contained in the Award Term and Performance Evaluation Plan. At the end of each section, tables specify applicable laws, regulations, standards, directives, computer system requirements, and workload.

2. General Requirements

It is anticipated that the services and products required under this contract shall be provided from on-site facilities at the Langley Research Center, located in Hampton, Virginia. Contractor personnel may be required to travel to temporarily provide services off-site. The following requirements apply to all work areas:

- 1) The contractor shall provide on-site staff to manage the services provided by its personnel.
- 2) The contractor shall provide qualified and fully trained personnel to provide the services required. The majority of the requirements encompassed by this contract will necessitate that personnel have prior relevant experience. The Government will provide training to support specialized systems and equipment in Government-equipped facilities. The contractor shall provide training required for professional employee development or for maintaining existing skills of contractor personnel.
- 3) Contractor personnel with access to classified information shall comply with applicable classified information security procedures. The contractor shall develop for the Contracting Officer's approval and then execute an information protection plan to ensure protection of proprietary, Privacy Act, confidential business, export-controlled, or other sensitive information. The plan shall include an awareness program and the use of non-disclosure statements.
- 4) All contractor personnel shall identify their company affiliation when answering or making telephones calls and sending email and when attending meetings where Government personnel or representatives from another contractor firm are present. The Government will provide all contractor personnel with a LaRC Contractor Employee Badge, which they shall wear while performing duties.
- 5) The contractor shall provide all resources (except as may be expressly stated in this contract as furnished by the Government) necessary and/or incidental to the performance of the work areas identified below. All vehicles furnished by the contractor shall be neat in appearance, in good state of repair, and display the company name.

- 6) The contractor shall establish and maintain a current and effective system of work control and scheduling, customer support, and problem follow-up and resolution. The contractor shall develop, maintain, and follow internal operating procedures, including procedures for accepting work from LaRC personnel and assigning it to contractor personnel. These procedures shall be delivered to the Government for review and approval in accordance with Exhibit F, Contract Documentation and Distribution Requirements. The contractor shall make changes as needed to conform with changes to NASA policies and procedures. The contractor shall submit any revisions to procedures to the Government prior to implementation. For each work area, a continuity file shall be prepared and maintained detailing tasks being performed, operating procedures, information on file location and content, and samples of standard reports being produced. These folders shall be updated annually and submitted to the Government for review and approval in accordance with Exhibit F. Other report deliverables required by the Government to perform Government functions or monitor contractor performance are listed in Exhibit F; the contractor shall propose report content and format to the Government for acceptance.
- 7) Work shall be performed in accordance with applicable laws, regulations, standards, and directives, and listed in Table 2.1 and in tables in subsequent sections. All official records maintained by the contractor shall be filed, retained, and disposed of in accordance with NASA Policy Directive (NPD) 1441.6, Records Management; NASA Procedures and Guidelines (NPG) 1441.1, NASA Records Retention Schedules; and Langley Policy Directive (LAPD) 1440.1, Records Management Program.
- 8) NASA's safety priority – protecting (1) the public, (2) astronauts and pilots, (3) NASA workforce (including contractors working on NASA contracts), and (4) high-value equipment and property – shall be incorporated into every aspect of performance of this contract. The contractor shall establish and administer a safety and health program that stresses safety in the workplace through strict adherence to all applicable health, safety, and environmental regulations.
- 9) Plan, project and track costs for each of the following SOW areas: Logistics, Administrative Services, Scientific Information, Video Services, and Technical Library Services. These costs shall be broken down for each sub area of the SOW (e.g., 4.1 General Transportation and Delivery Services).

2.1. Performance Standards

The following standards will be applied in determining management and safety performance. Performance metrics and method of surveillance are included in the Performance Requirements Summary in the Award Term and Performance Evaluation Plan.

- | | |
|----------|--|
| SOW 2 | Comply with contract terms and conditions |
| SOW 2 | Use adequate and sound management systems such as purchasing and subcontracting, time and attendance, property control, and delivery order management. |
| SOW 2 | Corporate management provides valuable, timely assistance, and support to local staff |
| SOW 2(2) | Provide qualified, fully trained personnel to perform work at all times. |

- SOW 2(3) Ensure that personnel understand sensitivity of information and properly protect sensitive and classified information.
- SOW 2(6) Maintain up-to-date internal operating procedures and ensure that personnel follow them.
- SOW 2(6) Deliver accurate reports on schedule: daily reports by 10:00 a.m., weekly reports by close of business first working day of week, monthly reports by 5th working day of month, quarterly and annual reports by 15th working day of the period, or as specified in Exhibit F)
- SOW 2(6) Proactively identify and resolve problems (within contractor's control) without Government intervention.
- SOW2(8) Contractor personnel work in safe environment and are cognizant of risks and safety measures required to protect (1) the public, (2) pilots and astronauts, (3) Government and contract employees, and (4) high-value equipment.

Table 2.1 Applicable Laws, Regulations, Directives and Standards for General Requirements (SOW 2)

Laws, Regulations, Directives, and Standards	SOW Area
NASA and Langley Directives	
NPD 1440.6 NASA Records Management	2, 4 to 9
NPG 1441.1 NASA Records Retention Schedules	2, 4 to 9
LAPD 1440.1 Records Management Program	2, 4 to 9
NPG 8715.1 NASA Safety and Health Handbook Occupational Safety and Health Programs	2, 4 to 9
NPG 8715.3 NASA Safety Manual	2, 4 to 9

3. Information Technology (IT) Requirements

The contractor shall furnish all computer equipment and software (such as desktop computers and office software) for their use on this contract and shall provide all system administration and end user support for these systems. Any specialized software, hardware, and equipment provided by the Government will be specified either in particular SOW areas or in Exhibit C, Installation-Accountable Government Property.

- 1) The contractor shall operate and maintain information systems necessary to perform the requirements of this SOW and ensure adequate, cost effective, efficient, and timely computerized support of all functions. The contractor shall develop or purchase additional systems to support new requirements, automate existing requirements, and pursue opportunities to utilize information systems to enhance integration across functions. The contractor shall identify and propose system improvements and enhancements to Government-furnished facilities to benefit operations or achieve cost savings through further automation, software development/acquisition, or innovation.
- 2) The contractor shall maintain their software versions and hardware specifications in accordance with NASA Langley standards and schedules as implemented under the Outsourcing the Desktop Initiative in NASA (ODIN) contract (<http://www.odinlarc.com>). The ODIN contract has a provision that allows a NASA contractor to consider contracting directly with the ODIN contractor for computer hardware, maintenance, and support.

- 3) The Government will provide telephones and network attached device (NAD) connections to the LaRC network (LaRCNET) as required for contractor personnel and equipment located on-site through the NASA ODIN contract. The contractor's system administrator shall inform the Government of requirements for NADs. As part of ODIN NAD services, the ODIN contractor will provide central calendar, email service, network time service, directory service, central LaRC Microsoft Windows domain, antivirus software for PC and Mac computers, and public key infrastructure (PKI) encryption software where required. The ODIN help desk will provide basic assistance for Eudora, Netscape, and Meeting Maker. Under LaRC's licensing agreements, the CLASIC contractor will be provided licenses to Eudora email and Netscape browser, and the contractor is expected to use these licensing agreements. Use of the LaRC telephone, network, and email systems is for official use only, with some exceptions permitted as defined in LAPD 2810.1, Appropriate Use of NASA Langley Research Center Information Technology Resources. There should be no expectation of privacy on any of these systems. All contractor systems on LaRCNET shall be meet the security requirements of NPG 2810.1, Security of Information Technology, and LAPD 2810.2, Minimum Information Technology Security Requirement for LaRCNET.
- 4) Information technology is expected to continue to change rapidly requiring the Government to upgrade technology with impact to all work areas over the entire term of this contract. Contractor personnel must be able to embrace technology innovation, develop skills with new technology, adjust workflow, and modify work procedures.

3.1. Performance Standards

The following standards will be applied in determining management performance. Performance metrics and method of surveillance are included in the Performance Requirements Summary in the Award Term and Performance Evaluation Plan.

- SOW 3(1) Provide IT equipment and software adequate to permit excellent performance and remain compatible with Government systems.
- SOW 3(3) Use Government network, email, and telephone systems for official use only.
- SOW 3(3) Meet IT security requirements of NPG 2810.1.
- SOW 3(4) Adjust work processes and train personnel to capitalize on new technology.

Table 3.1 Applicable Laws, Regulations, Directives, and Standards for Information Technology Requirements (SOW 3)

Applicable Laws, Regulations, Directives, and Standards	SOW Area
NASA and Langley Directives	
NPG 2810.1, Security of Information Technology	3
LAPD 2810.1, Appropriate Use of NASA Langley Research Center Information Technology Resources	3
LAPD 2810.2, Minimum Information Technology Security Requirement for LaRCNET	3

4. Logistics

The contractor shall provide comprehensive logistics services covering all aspects of general transportation and delivery, vehicle maintenance and control, materials management and warehouse operations, stores and tool crib support, property storage and disposal, shipping and receiving operations, equipment management, and carpet installation (as IDIQ). Warehousing facilities totaling 83,000 square feet are provided on-site to support materials management, warehouse operations and property storage and disposal. All activities shall be performed in accordance with the applicable laws, regulations, and standards in Table 4.1. All vehicles shall be operated in compliance with Virginia Department of Motor Vehicles laws and regulations. All contractor personnel in affected task areas must adhere to safety requirements specified in LPR 1740.2 Facility Safety Requirements; LPR 1740.4 Personnel Protection—Clothing and Equipment; LPR 1740.6 Personnel Safety Certification; and comply with 29 CFR Part 1910--Occupational Safety And Health Standards. System requirements are specified in Table 4.2. The Contractor shall develop for Government approval a method of soliciting and assessing customer satisfaction on a monthly basis for all of the service in SOW 4. Specific services include the following at the workload levels specified in Table 4.3:

4.1. General Transportation and Delivery Services

Provide all aspects of transportation services including general transportation, mail and package delivery, and moving services. All transportation and delivery services shall be provided from 7:30 a.m. to 4:00 p.m. on all working days. Required services include the following:

- 1) Provide on-call bus service (using a Government-provided, contractor provided or rental bus) for local area (within approximately a 50-mile radius) trips, to include services for the LaRC Child Development Center.
- 2) Pick up and deliver equipment, materials, and supplies (including hazardous materials, sensitive instruments, and classified materials) to and from approximately 235 on-site facilities and 30 near-site (within approximately a 15-mile radius) locations. Secret clearance is required.
- 3) Relocate cargo and compressed gas trailers on-site. Drivers shall load and off load as required.
- 4) Provide for the complete operation of the LaRC mail processing and distribution program from a Government-equipped Mail Center. All incoming mail shall be examined using the Government-provided x-ray machine. Research addresses for misaddressed or un-addressed 1st class mail pieces using the LaRC Locator system. Discontinue delivery of 3rd and 4th class mail with the exception of paid magazine and newspaper subscriptions which will be handled as 1st class. Perform one scheduled mail/package pick-up and delivery three times weekly to approximately 220 on-site mail stops, twice weekly to approximately 11 near-site mail stops, and a daily pick-up and delivery to Headquarters, Building 1219. Operate a Government-provided metered mail system to meter outgoing mail. Assure the accountability for all controlled mail (registered, certified, and insured). Maintain and update the Mail Stop Custodians Database as required.
- 5) Provide comprehensive moving services for the relocation of office furnishings, equipment, and associated items to accommodate personnel moves. Collaborate with communications,

logistics, and related functions in establishing move schedules. Deliver furniture to on-site LaRC facilities (as required) and return excess furniture to Property Disposal.

- 6) Distribute customer surveys on a monthly basis.

4.2. Vehicle Maintenance and Control

Provide comprehensive maintenance and repair and fleet management for LaRC vehicles as follows:

- 1) Provide preventive maintenance and repair (including vehicle cleaning) in accordance with manufacturers' specifications to Government-owned vehicles using a Government-equipped facility. Vehicle types include sedans, pickup trucks, vans, stake-body trucks/step vans, aircraft "tugs", forklifts, and other types of equipment to include trailers, pumps, generators and bicycles. The vehicle fleet consists of approximately 109 Government-owned vehicles, 100 pieces of equipment, and 109 trailers. Services include vehicle-cleaning, replacement of automotive parts to manufacturer specification, and mechanical repairs. Automotive body repair and painting shall be provided through off-site commercial sources. Provide towing for off-site service calls.
- 2) Provide a complete Government-owned vehicle control operation using the ExtraFleet fleet management system. Services include scheduling and issuing general-purpose vehicles, providing on-the-spot response to on-site service calls, and dispensing and tracking Government-provided fuel usage. Reorder fuel as required.
- 3) Distribute customer surveys as required.
- 4) Services will not be available for a period of up to 4 weeks per calendar year.

4.3. Materials Management and Warehouse Operations

Provide comprehensive materials management and warehouse operations on all working days as follows:

- 1) Operate the LaRC Stockroom, for a limited amount of stock items, providing "over-the-counter" operations from 7:00 a.m. to 4:00 p.m. on all working days. Order, maintain, and issue approximately 75 stock items. The NASA Supply Management System (NSMS) shall be utilized to support these functions. Prepare recurring and ad hoc reports related to stock management as required.
- 2) Provide a vendor managed self-service store providing integrated logistics support, including inventory, and logistics distribution design with a full range of quality items, at competitive prices, with either customer pickup or delivery, including on-site and off-site government credit card users. These services shall include, but shall not be limited to, operating a full self-service store, and providing an electronic catalog and receiving and distribution system.
- 3) Utilize the NSMS and other Government-provided systems such as the Federal Logistics (FEDLOG) and Federal Logistics Information System (FLIS) to manage stockroom inventory consisting of approximately 75 line items. Generate purchase requests for replenishment of stock using SAP. Manage acquisitions according to Federal Standard Requisitioning and Issue Procedures (FEDSTRIP), Military Standard Requisitioning and Issue Procedures (MILSTRIP), and commercial purchase procedures.
- 4) Process inventory adjustments as may be required.

- 5) Input data related to requests for stock issue into NSMS. Ensure that necessary authorizations are obtained prior to issuing approximately 20 special items (such as safety-related or those requiring functional or supervisory approval). Resolve out-of-balance stock discrepancies in accordance with approved internal operating procedures. Provide notification when items are out of stock and earliest availability. Work stoppage stock requests have highest priority and shall be immediately filled, followed by urgent stock requests.
- 6) Input transactions and maintain LaRC as an active participant in the Federal Cataloging Program. Maintain the on-line LaRC Stores Stock Catalog. Interact with the General Services Administration (GSA) and the Defense Logistics Agency (DLA) regarding registration and withdrawal actions, collaborations, and item reduction studies. Screen and report LaRC's Stores Stock Catalog specifications against the Defense Logistics Services Center's file annually.
- 7) Screen all Government-initiated purchase requests against existing Federal Product Descriptions to assess accuracy of description, assign proper object class codes, and determine availability from Federal sources. If the request is available from Federal sources, place the order using NSMS. If not, input commercial buys information into NSMS to effect the order.
- 8) Manage the distribution of gas cylinders. Input gas cylinder data into the Government-provided Chemical Material Tracking System (CMTS) for all incoming gas cylinders centrally received. Conduct inventory and validation of all stock and non-stock gas cylinders on-site in accordance with the current version of NPR 4100.1. Prepare shipping documents for the return of gas cylinders. Manage the distribution of liquid oxygen and liquid nitrogen from stock. Receive requests for Liquid Nitrogen and Liquid Oxygen and schedule deliveries with the Vendor. Input requests into NSMS.
- 9) Test new releases of NSMS in accordance with a Government-provided test plan, and report results to the NSMS Software Manager as required.
- 10) Provide Supply and Equipment Inventory Analyst professional services that establish a single key interface between the Center Operations Directorate, Logistics Management Branch and Center property custodians, users and program stock owners with the responsibility and accountability for managing equipment, operating materials and supplies inventories. Key functional responsibilities include: Develop procedures and processes for planning and conducting inventories in accordance with NASA regulations. Work with existing Property Team regarding Government property management, policy review, internal auditing, and reporting as required in accordance with the NPD 4200.1G (or its latest revision). Develop and implement corrective action plans when discrepancies are found. Develop and conduct user training for end- user customers in systems use and support; including SAP, NPROP and DSPL. Interface with the LaRC SEMO (Supply and Equipment Management Officer) on all aspects of the Property Control. Respond to government action items to ensure timely completion of requirements.
- 11) Distribute customer surveys as required.

4.4. Stores and Tool Crib Support for the Fabrication Technology Area

Provide bonded and controlled stores and tool crib support for the Fabrication Technology area. The Contract shall operate a Government-provided material control process consisting of the following:

- 1) Maintain multiple bonded storage facilities in accordance with LMS-CP-4892 “Bonded Storage,” LMS-CP-5514 “Controlled Stores,” AS9100 “Standards for Aerospace Quality Control,” and related ISO and LMS directives. This effort will include both electronic and paper document control, maintenance of NASA Property, Plant, and Equipment (PP&E) System accuracy where required, and control of secure physical access.
- 2) Control and maintain multiple Government provided machine shop tool cribs in buildings 1225, 1238B, and 1232A with electronic asset management applications and inventory control. Assist NASA personnel in identifying tool requirements. The Contractor shall supply and maintain an automated monitoring system that will allow 24 hour controlled access to the tool cribs in buildings 1225, 1238B, and 1232A. Receive, bin, maintain and issue items. Recommend and maintain the stock of consumable items needed in a machine/fabrication shop. Identify precision hand tools in need of calibration control and perform liaison activities with associate calibration contractors and NASA personnel with respect to calibration scheduling/tracking as needed. Where required, document and maintain tool records associated with safety requirements such as assured grounding control.
- 3) Perform inventory control validation and record keeping for line items that include certified hardware in accordance with LMS, ISO, and AS9100 standards. Assure all LMS procedures for quality control testing are adhered to.

4.5. Property Storage and Disposal

Provide complete property storage and disposal services including receipt and inspection, storage, warehousing, retrieval and issuance, inventory control, and housekeeping as follows:

- 1) Provide storage services for materials, publications, supplies, and equipment in on-site warehouse facilities. Process storage transactions in a Government-provided storage system relating to the storage or release of materials, publications, supplies, or equipment.
- 2) Process idle, excess, and surplus property for reutilization, transfer, sale, and disposal in accordance with applicable standards. Items shall be received and entered in the NASA PP&E System DSPL. Check hard drives in excess computers to ensure that they were cleaned properly. Property shall be separated and sorted based on its reutilization potential (redistribution on-site, to other NASA Centers, to other Government activities, or for transfer to school districts and other eligible recipients), potential for exchange (trade-in) or open market sale, and lack of potential usefulness (i.e., property that should be scrapped). Prepare surplus property for NASA sale and group into lots to minimize the cost of the sales process while obtaining an optimum level of sales receipts. All property (except for property bearing precious metals) shall be reported to the General Services Administration through -DSPL. Property bearing precious metals shall be transferred to the Defense Reutilization and Marketing Office (DRMO). All property shall be controlled for its protection and safeguarding until it is reutilized, transferred, or otherwise disposed of in accordance with applicable standards. Maintain status of property in DSPL from receipt to final disposition.
- 3) Deliver and retrieve on an on-call basis approximately 70 Government-owned dumpsters ranging in size from 2 cubic yards to 4 cubic yards used for on-site collection of non-toxic scrap waste and scrap metals. Dispose of scrap waste. The collection, handling, and disposal of scrap metal shall be conducted in accordance with applicable regulations and in a manner that optimizes the sales proceeds to the Government. Accordingly, all scrap metals shall be

segregated to the maximum extent practicable. Strict record-keeping and reporting requirements shall apply.

- 4) Distribute customer surveys on a monthly basis.

4.6. Reserved

4.7. Shipping and Receiving Operations

Perform shipping and receiving services as follows:

- 1) Provide complete shipping services for out-bound domestic and foreign shipments in compliance with Export Control Regulations and approved procedures. Assess all requirements and effect the most efficient, effective, and economical mode of conveyance. Extreme care shall be exercised in packaging of hazardous materials and sensitive items in accordance with applicable regulations.
- 2) Offload, inspect, receive, and distribute all in-bound shipments received at the warehouse of non-controlled equipment, stock and non-stock supplies, and materials. Receive, inspect, tag and distribute all controlled equipment and related components whether received centrally or at user site in accordance with approved procedures. User sites include approximately 265 on- and near-site facilities. Maintain copies of purchase orders and contracts generated by the Office of Procurement, purchase orders for non-stock FED/MIL orders and Issue Release/Receipt Documents for all FED/MIL orders. Verify compliance with purchase order/contract specifications and prepare documentation related to Government acceptance or rejection. Approximately 20% of the work, requiring time-intensive processing, shall be sustained during the months of September and October. . Answer telephone calls from customers and assist walk-in customers requesting status of property and picking up property.
- 3) Process stock turn-ins by entering data into NSMS and returning item(s) to stock.
- 4) Occasional trips within local area shall be required to coordinate shipments and receipts (less than 1%) with U.S. Customs Service.
- 5) Distribute customer surveys.

4.8. Equipment Management

Provide comprehensive equipment management support as follows:

- 1) Enter and update data in the NASA PP&E System, maintaining accurate and standardized data elements. Update the NASA PP&E System as transaction requests are received from authorized personnel. Perform follow-ups to ensure all equipment transactions or transfers are accepted by the end user. Enter data from Receipt & Inspection (R&I) Reports and spreadsheets for all incoming controlled equipment, ensuring that the financial data for all line items are captured and the database is updated. *Create and* distribute reports from the NASA PP&E System's Business Warehouse Application as requested. Perform follow-up action on shipping documents for equipment temporarily off-site to ensure equipment has been returned. Process all trade-in transactions and capture data for reporting purposes.
- 2) Collect and compile data from the Organizational Unit Managers (OUMs) Annual Equipment Walkthrough and provide report to the Equipment Manager. Maintain all files pertaining to equipment transactions.

- 3) Conduct a comprehensive equipment inventory on an annual or biannual basis. . The inventory shall include the following as detailed in the current version of NPR 4200.1. Verify the recorded equipment on hand, confirm or determine current location and custodial responsibility for equipment, identify unrecorded equipment that qualifies for control, locate or identify missing equipment, identify obviously unused or underutilized equipment, and identify equipment obviously in need of repair or rehabilitation. Inventory schedule shall be established to ensure that monthly progress reflects a projected timely completion of the cycle. Property custodians shall be provided comprehensive account data in advance of scheduled inventories, account discrepancies discovered during inventories, and final results of inventories. Final results of inventories shall also be provided to cognizant OUMs. The complete inventory cycle shall be closed within established schedules. A comprehensive final inventory report shall be prepared documenting overall results.
- 4) Schedule and perform physical inventories in accordance with NPR 4100.1 utilizing government-provided systems. Identify and research inventory discrepancies, analyze results, and recommend corrective actions.
- 5) Maintain adequate supply of Government-provided equipment control tags. Notify the Government when additional tags are needed. Maintain accurate logbook tracking equipment control numbers (ECN), purchase order of equipment, and date.
- 6) Provide limited screening services to LaRC by locating items on the "Want List" through federal surplus programs. Determine the availability of idle/excess property, "freeze" or reserve such property, prepare all required documentation to transfer property to the LaRC recipient, and coordinate physical transfer. Screen all DOD Industrial Plant Equipment Requisitions (DDF 1419) against automated federal disposal systems to determine whether property is available through excess. Utilize Plant Clearance Automated Reutilization Screening System (PCARSS) to screen all LaRC contract and grant excess property to determine whether there is a LaRC need for the property. Process requisition and ensure delivery of property.
- 7) Distribute customer surveys as required.

4.9 Reserved

4.10. Performance Standards

The following performance standards will be applied in the Logistics work area. Performance metrics and method of surveillance are included in the Performance Requirements Summary in the Award Term and Performance Evaluation Plan.

SOW 4 Ensure customer satisfaction in all areas.

SOW 4 Ensure accurate data entry into all systems.

SOW 4.1 Pick up and deliver equipment, materials and supplies within an average of 16 working hours.

SOW 4.1 Provide on call bus service for local-area trips.

SOW 4.1 Relocate cargo and gas trailers within 8 working hours of requested move date.

SOW 4.1 Receive and sort 1st class mail (including paid subscriptions for magazines and newspapers) within 6 working hours.

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- SOW 4.1 Research addresses for improperly addressed mail within an average of 12 working hours.
- SOW 4.1 Meter all outgoing mail the same day it is received.
- SOW 4.1 Call recipients of special courier and classified mail for pickup within 1½ working hours.
- SOW 4.1 Pick up and deliver mail according to schedule at all officially assigned mail stops.
- SOW 4.1 Relocate personnel according to schedule.
- SOW 4.1 Pick up and deliver furniture without damage.
- SOW 4.2 Ensure a high degree of fleet readiness.
- SOW 4.2 Accurately track fuel dispensed.
- SOW 4.3 Issue stock requests for “work stoppage” issues, urgent issues, and regular issues within 0.5, 2, and 12 working hours of receipt, respectively.
- SOW 4.3 Maintain an inventory sufficient to satisfy a minimum of 90 percent of all requests for stock issue.
- SOW 4.3 Screen purchase requests within 3 working hours.
- SOW 4.3 Input FED/MIL direct-buy requisitions using the NSMS within 6 working hours.
- SOW 4.4 Issue correct tools upon request.
- SOW 4.4 Maintain an inventory of tools calibrated and ready to fill 97% of requests.
- SOW 4.4 Comply with all LMS, ISO, and AS9100 standards.
- SOW 4.5 Process storage transactions within 24 working hours and disposal transactions within 24 working hours.
- SOW 4.5 Ensure the efficient and safe use of warehouse space and equipment.
- SOW 4.7 Properly package and process outbound shipments within 8 working hours.
- SOW 4.7 Process incoming shipments (including receipt, inspection, and tagging of controlled equipment) received centrally and at user site within an average of 28 working hours.
- SOW 4.7 Process turn-ins of stores stock within 24 working hours.
- SOW 4.8 Process all NASA PP&E transactions within an average of 24 working hours.
- SOW 4.8 Verify shipping documents within an average of 24 working hours.
- SOW 4.8 Ensure that equipment transfers from other NASA Centers are receipted and processed within an average of 32 working hours.
- SOW 4.8 Maintain adequate supplies of equipment control tags and an accurate logbook.
- SOW 4.8 Conduct a comprehensive annual or biannual equipment inventory.

Table 4.1 Applicable Laws, Regulations, Standards, and Directives for Logistics (SOW 4)

Applicable Laws, Regulations, Standards, and Directives	SOW Area
Federal Regulations, Executive Orders, and Guidance	
29 CFR Part 1910--Occupational Safety And Health Standards	4.1, 4.2, 4.3, 4.4, 4.5, 4.7, 4.8
39 CFR Chapter 1 Parts 1-999 United States Postal Service	4.1
CFR 41, Ch. 101-29 Federal Product Descriptions	4.3
CFR 41 101-42 Utilization and Disposal of Hazardous Materials and Certain Categories	4.5

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Applicable Laws, Regulations, Standards, and Directives	SOW Area
of Property	
Executive Order (EO) 13101, Greening the Government through Waste Prevention, Recycling, and Federal Acquisition	4.3, 4.5, 4.7
EPA Comprehensive Procurement Guidelines (CPG) Program	4.2, 4.3, 4.5, 4.7
EO 13148, Greening the Government Through Leadership in Environmental Management.	4.5
EO 13149 Greening the Government Through Federal Fleet and Transportation Efficiency	4.2
NASA and Langley Directives	
LPR 1740.2, Facility Safety Requirements	4
LPR 1710.4, Personnel Protection - Clothing and Equipment	4
LPR 1740.6, Personnel Safety Certification	4
NPD 1490.1E, NASA Printing, Duplicating, Copier, Forms and Mail Management	4.1
LAPD 1440.6, Records Management Program	4.1
LAPD 1460.1, Mail Management	4.1
NPD 1440.6E, NASA Records Management,,	4.1
LAPD 6000.1, Transportation Management	4.1
NPD 6000.1, Transportation Management	4.1
NPR 6000.1, Requirements for Packaging, Handling, and Transportation ...Equipment and Associated Components	4.1, 4.7
LAPD 6000.2, Incoming and Outgoing Shipments	4.7
NPR 6200.1 NASA Transportation & General Traffic Management	4.1
NPD 4100.1, Supply Support and Material Management Policy	4.3
NPR 4100.1D, NASA Materials Inventory Management Manual	4.3
NPR 8830.1, Affirmative Procurement Plan for Environmental Preferable Products	4.3
NPD 4300.1, NASA Personal Property Disposal Policy	4.5
NPR 4300.1A, NASA Personal Property Disposal Procedural Requirements	4.5
NPR 4310.1, NASA Identification and Disposition of NASA Artifacts Guidelines	4.5
NPR 4200.1, NASA Equipment Management Manual	4.7, 4.8
NPR 4200.2, NASA Equipment Management Manual for Property Custodians	4.8
LAPD 4200.6, Management and Accountability of Special Equipment Which Does Not Meet the Criteria for Control	4.8
LMS-CP-4892, Bonded Storage	
LMS-CP-5514, Controlled Stores	
Other	
The Sustaining Engineering Support for Agency wide Administrative Systems (SESAAS) User and Operations Guide for the NSMS, http://www1.msfc.nasa.gov/sesaas/nsms/	4.3, 4.5

Table 4.2 Special System Requirements for Logistics

Application/System Requirements	SOW Area
Comparable ODIN seat: GP2	4
Contractor computers must access the Government-furnished systems/applications listed below	4
Commercial-off-the-shelf software (COTS)	
ExtraFleet fleet management software	4.2
Government-Furnished Applications/ Systems	SOW Area

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Application/System Requirements	SOW Area
Federal systems:	
Federal Logistics (FEDLOG) Data - Compact disk (CD)	4.3
Federal Logistics Information System (FLIS) – Web-based information system	4.3
Defense Logistics Agency DAASC Automated Message Exchange System (DAMES)	4.3
Defense Reutilization and Marketing Service (DRMS) – Web-based information system	4.5
GSAXcess– Web-based information system	4.5
Computers for Learning – Web-based information system	4.5
General Services Administration Auctions – Web-based information system	4.5
LaRC Surplus Property Program – Web-based information system	4.5
Federal Procurement Data System – Next Generation (FPDS-NG)	4.3, 4.7, 4.8
Plant Clearance Automated Reutilization Screening System (PCARSS)	4.8
NASA mainframe applications:	
NASA Supply Management System (NSMS)	4.3, 4.5, 4.7
NASA PP&E System DSPL	4.5
NASA PP&E System N-PROP	4.5, 4.7, 4.8,
SAP - LaRC Web-based database	4.3, 4.7, 4.8
User applications:	
Ad hoc/user written programs are available for NSMS- Natural programs written to perform queries and other functions	4.3,
Langley-unique systems and applications:	
Mail Stop Custodians Database – Mainframe application	4.1
LaRC Locator System—on-line database of location information for LaRC staff	4.1
LaRC Stores Stock Catalog - On-line web-based application	4.3
Storage System – Mainframe application	4.5
Chemical Management Tracking System (CMTS) – Web-based information system	4.3

Table 4.3 Workload for Logistics (SOW 4)

Workload for General Transportation and Delivery Services (SOW 4.1)		
Function	Estimated quantity	Timeframe
On-call local-area trips	218	Annually
Items picked up and delivered	45,537	Annually
On-site cargo and gas trailer relocations	30	Annually
Incoming pieces of mail (Post Office)	250,000	Annually
Incoming express pieces of mail	3,350	Annually
Incoming certified pieces of mail	140	Annually
Incoming registered pieces of mail	20	Annually
Incoming insured pieces of mail	12	Annually
Pieces of internal mail (messenger envelopes)	54,400	Annually
Outgoing pieces of mail (metered)	5,475	Annually
Outgoing certified pieces of mail	300	Annually
Outgoing registered pieces of mail	20	Annually
Outgoing insured pieces of mail	12	Annually
Personnel moves requiring relocation of furniture and associated items	500	Annually
Pieces of furniture delivered from warehouse	300	Annually
Pieces of furniture picked up and returned to warehouse	3,000	Annually

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Workload for Vehicle Maintenance Services (SOW 4.2)		
Function	Estimated quantity	Timeframe
General-purpose and special-purpose vehicles maintained	318	
On- or off-site service calls	290	Annually
Gallons of fuel dispensed and tracked	57,559	Annually
Workload for Materials Management and Warehouse Operations (SOW 4.3)		
Function	Estimated quantity	Timeframe
Stock items issued	500	Annually
Percent regular	60%	
Percent urgent	20%	
Percent work stoppage	20%	
Data entries in NSMS (adding ordered items)	500	Annually
Purchase requests screened	1,000	Annually
Fed/Mil direct buys	1	Monthly
Commercial direct buys	5	Monthly
Shipping documents prepared for return of gas cylinders	20	Annually
NSMS input transactions processed (catalog change transactions)	12	Annually
LaRC PR/POs for non-stock FED/MIL orders	12	Annually
Issue release/Receipt Documents for FED/MIL orders	12	Annually
Stores and Standby Stock Items Managed	75	Annually
Testing of the NSMS Software Release	2	Annually
Workload for Stores and Tool Crib Support (SOW 4.4)		
Function	Estimated quantity	Timeframe
Line items requiring inventory control validation and record keeping	1,000	Annually
Workload for Property Storage & Disposal (SOW 4.5)		
Function	Estimated quantity	Timeframe
Storage transactions processed	200	Annually
Idle, excess, or surplus property items processed	5,000	Annually
Tons of scrap waste retrieved and disposed of	700	Annually
Tons of scrap metals retrieved	250	Annually
Workload for Shipping and Receiving (SOW 4.7)		
Function	Estimated quantity	Timeframe
Line items received in shipments of stock and non-stock supplies, materials, and uncontrolled equipment	28,335	Annually
Stock turn-ins	4	Annually
Line items received for controlled equipment	2500	Annually
Supply and equipment rejections	12	Annually
Shipments received	40,000	Annually
Percent received centrally	33%	
Percent received at user site	67%	
Outbound shipments		Annually
Domestic	2909	Annually
Foreign	60	
Workload for Equipment Management (SOW 4.8)		
Function	Estimated quantity	Timeframe
Receipt and Inspection Reports entered into SAP	1,700	Annually
Percentage during September-October	20%	

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Credit card equipment receipts (no R&I)	500	Annually
Number of SAP transactions processed	14,000	Annually
Monthly metrics for inventory	4-12	Monthly
Monthly metrics for SAP	12	Monthly
Notifications to Property Custodians	500	Annually
Equipment items inventoried	29,000	Annually
DD 1419 Screening	50	Annually

5. Administrative Services

Provide administrative services to various offices throughout LaRC, including Office of Chief Financial Officer (OCFO), Office of Human Resources (OHR), Office of Procurement (OP), and other programs, projects, and offices. All activities shall be performed in accordance with the applicable laws, regulations, and standards in Table 5.1. System requirements are specified in Table 5.2. Specific services include the following at the workload levels specified in Table 5.3.

5.1 Resources Management

- 1) Provide administrative services to the Resources Management function. The contractor shall establish and meet deadlines based on Government priority and established work request procedures when accepting work. During budget planning and Center closeout (8 weeks/year) urgent requirements frequently necessitate immediate action and workload increases by 20%. Use of Microsoft Office, the Langley Budgetary Planning System, and the NASA Budget System is required. Enter, retrieve, and manipulate budget and resource data relating to LaRC programs and projects. This includes entering budget guidelines and monthly plans into the Langley Budgetary Planning System and entering out-year budget plans into the NASA Budget System. Travel to NASA Headquarters (Washington, D.C.) approximately two times per year is required. Process Form 506 Resources Authority Warrants by denoting proper fund sources and funding sites. Schedule with Central Business Computing Center and distribute computerized weekly/monthly financial reports. Respond to customer inquiries.
- 2) Download information from the Langley Task Agreement System (TAS) into spreadsheets and graphs for analysis and revision by OCFO analysts. Download financial and budgetary reports from the Langley Mainframe (which includes budgetary data from the Langley Planning system, financial data from FMS, and procurement data from AMS) and develop spreadsheet and database reports on a daily, weekly, and monthly basis to be used for tracking budget plans, financial performance, variances, budget trends and changes.
- 3) Prepare budget charts, exhibits and reports to be used for OCFO and other management reviews. Graphics data may come from established databases, spreadsheets or information provided by OCFO analysts. Provide data input into Langley Integrated Budget System (LIBS), the NASA Budget System (NBS), and the NASA Integrated Financial Management System (IFMS) (upon implementation at Langley). Use of Microsoft Office, the LIBS, the NBS, and the NASA IFMS is required. Maintain proficiency with computer graphics software being used by OCFO to generate charts and reports and with the data sources that serve as the basis for the charts and reports.
- 4) Work with the Project Manager/Tech POC and/or program analysts in developing the Estimated Price Sheet Report (EPRs) external to SAP based on the reimbursable order with the customer. The reimbursable order, agreements, and the EPRs with the funding documents shall be entered into sales order after the above have been identified. Verify available down payment to cover sales order and liquidation (request additional funds if necessary), and run down payment report to certify balances for future liquidation. Establish fund distribution/fund reservation, establish WBS, and submit request to the Competency Center. Create sales order based on the reimbursable orders and ensure the order is accurate and complete or if it requires updates as amendments or any additional information. Ensure funds are efficiently controlled and the sales order accurately reflects the financial status, including the fund reservation.

- 5) Actively participate in the closeout of sales orders, which includes:
 - a) Modifying sales order values for expiring funds
 - b) Realigning down payment or refund
 - c) Preparing letter with DD Form 448-2 for the withdrawal of expired funds or refunds and sending letter to the appropriate customer.
- 6) Download resource (financial/budget) information from SAP and BW into spreadsheets for the program analysts and Tech POC on reimbursable activity. Analyze specific funding/budget issues arising within the SAP and BW reports. Ensure that recurring reports are accurately compiled and completed on time and the financial data are pertinent to the application and available for use of other accountants, financial/program analysts, and managers. Analyze and interpret the abnormalities in the financial transactions and recommend/resolve any discrepancies. Prepare charts and reports pertaining to reimbursable resource data to be used by the managers for the CFO's Monthly Status Review. Use of standard business software applications such as Word, Excel, and PowerPoint as well as the NASA-unique applications such as the Integrated Enterprise Management System (IEMS) (especially Core Financial and Budget Formulation modules), Business Warehouse (BW), Workforce Integrated Management System (WIMS), and FWOCS (Fab work control). The contractor shall enter, maintain, retrieve, and manipulate resource data relating to reimbursable activity and shall respond to customer inquiries pertaining to such data.

5.2. Financial Management Service Pool

- 1) Provide professional and clerical services to the Financial Management function including call center, document processing, reporting, filing, and reconciliation services in accordance with approved procedures.
- 2) Provide Financial Management call center, document processing, and reporting services as follows:
 - a) Provide a tier 1 Financial Management call center for incoming calls related to travel authorizations.
 - b) Answer questions that can be answered through query of financial systems data or readily accessible documentation. Forward calls that cannot be readily answered to the appropriate personnel identified by the Government. Enter call disposition information into a tracking system. Compile and deliver report of frequently asked questions (FAQs) on a monthly basis. Hours of operation for the call center shall be 8:00 a.m. to 5:00 p.m. all working days.
 - c) Process e-travel orders and related email Analyze and review travel authorizations and vouchers for missing information, improper routing, approver's remarks, and compliance with Federal Travel Regulations (FTR), NASA Federal Travel Regulation Supplement (NFTRS), NASA Requirements Relating to Conference Attendance and Reporting, and other applicable policies. Distribute e-mails pertaining to travel authorizations and vouchers and notify travelers of missing or incorrect information and return travel authorizations as necessary. Establish, maintain and dispose of files for travel authorizations, vouchers, and associated documents in accordance with applicable standards and Government-approved procedures.

- d) Develop and keep various logs up to date for the Travel Office; contractor shall develop and generate ad hoc and recurring reports, summaries, and statistical data by selecting relevant information from a variety of sources.
 - e) Perform Funds Certifier Approver role for travel authorizations that utilize CMO funding and any other funding as agreed by the Center to be funds certified centrally. Ensure that there is sufficient funding available and that expenses are proper and reasonable in accordance with FTR and NFTRS.
 - f) Initiate the interface of travel authorizations that are prepared in accordance with FTR and NFTRS and other applicable policies into the financial system by using the travel “Approve” stamp. Coordinate with travel authorization preparers and alternative preparers to ensure that each travel event is designated with appropriate accounting codes. Assist travelers and alternate preparers with travel authorizations that fail the financial interface. Review and validate that the appropriate commitment/obligation is recorded in the proper United States General Ledger (USGL) accounts when the order is posted.
- 3) Maintain certain FM files as applicable. These files contain sensitive or proprietary information. The contractor shall develop and submit for Government approval procedures to ensure access to files is by authorized personnel only. Maintain a list of documents that have been received for which a folder is not in the file room (this is known as the “out-folder list”). Box and deliver to storage all inactive and closed files. Retrieve files from storage upon request and dispose of files in accordance with applicable standards and Government-approved procedures.
- 4) The contractor shall be responsible for review, reconciliation, and posting of the Travel Charge Card Centrally Billed Account (CBA) and submitting to the NASA Shared Services Center (NSSC) for payment. The CBA bill contains from 1,500 to 2,000 transactions per month and the reconciliation to approximately 700 travel authorizations is very complex. Perform reconciliation of the bill received by the bank to travel authorization obligations in the financial accounting system and to reports issued by the Travel Management Center using NASA tools and processes. Update funding as necessary and reconcile the final invoices created in the financial system to the original bill received by the bank. Maintain a listing of CBA transactions that need further investigation by Government accountants.
- 5) Using expert knowledge of Federal and Agency applicable regulations, policies, systems, and processes, perform centralized travel services for the Center including invitational travel and extended travel.
- a) For invitational travel, perform functions relating to establishment of user access and traveler profiles in the e-Travel system and establishment of traveler accounts in SAP.
 - b) For extended travel, serve as alternate preparer of travel authorizations using the e-Travel system. Assist extended traveler with travel planning. Prepare complex travel authorizations, including “nested” travel, in accordance with FTR, NFTRS, other applicable policies, and other instructional documentation including “workarounds” required for the e-Travel system as identified by the Agency. Make all applicable reservations for transportation and hotel as requested by the traveler using the e-Travel system. Ensure that the travel authorization interfaces properly with the accounting system and resolve interface issues. Obtain guidance from Government personnel to resolve policy, system, and process issues.

- c) For extended travel, serve as alternate preparer of travel vouchers using the e-Travel system. Prepare complex travel vouchers including interim vouchers and “nested” vouchers in accordance with FTR, NFTRS, other applicable policies, and other instructional documentation including “workarounds” required for the e-Travel system as identified by the Agency. Work with traveler to ensure that all reported expenses are legitimate and supportable in accordance with policies and regulations. Obtain all required receipts from the traveler and electronically attach to the voucher in the e-Travel system. Ensure that the travel authorization is properly signed by the traveler and approvers. Ensure that the travel authorization is received by the NSSC, interfaces properly with the accounting system, and is paid timely by the NSSC. Follow up with the NSSC to resolve any issues. Seek guidance from Government personnel to resolve policy, system, and process issues.
 - d) Maintain a file for each extended traveler of each travel authorization and voucher prepared with a log of the status of all actions taken on the traveler’s behalf. Maintain an analysis of funding available and disbursed for each traveler. Forecast additional funding needed to complete the extended travel and advise the traveler accordingly. Report progress to the Head, Management Accounting and Services Branch (MASB) on a weekly basis regarding the status of all outstanding extended travel.
 - e) Maintain current status and viable metrics on each extended traveler expense report to ensure that all submitted vouchers are paid and finalized. Actively preserve an excel worksheet with every action taking by each extended traveler to ensure accuracy and able to maintain weekly metrics until extended traveler is back home.
- 6) Perform costing, cost analysis/reporting, and other financial responsibilities for the MASB or its successor organization. The Contractor shall work closely with MASB personnel to review, update, and coordinate the progress of tasks identified in this SOW. The Contractor shall be responsible for the following tasks.
- a) NASA Form NF-533M (Monthly Contractor Financial Management Report) Processing, Costing, and Analysis
 - 1) The Contractor shall have responsibility for approximately 100 NF-533 reportable contracts. For each contract assigned, the Contractor shall analyze data on the NF-533M for variance and timeliness and report this information on a monthly basis.
 - 2) Enter appropriate transactions into the SAP Core Financial system (SAP) via the Contractor Cost Report (CCR) Extension. Cost accruals shall be processed into SAP by monthly cutoff dates determined by Financial Management. The Contractor shall contact the appropriate personnel (i.e., (contracting officers, contractors, etc.) to obtain information and documentation to facilitate timely and accurate cost accruals.
 - 3) The Contractor’s analysis of the NF-533s submitted by NASA’s contractors shall be in accordance with the regulations outlined in NASA Procedural Requirement (NPR) 9501.2D and NPR 9060.1. The NF-533M reports submitted by the contractors and NASA’s internal guidance will serve as the source documentation for the analysis completed by the contractor.
 - 4) Prepare charts, exhibits, and reports pertaining to NF-533 costing data to be used for financial management analyses, reviews, and presentations.
 - b) Quarterly Uncosted Obligations Reviews - Perform quarterly reviews of all uncosted obligations for all LaRC programs. However, during the last quarter of the fiscal year,

reviews shall be performed monthly in the months of July, August, and September. The Head, MASB (or designee), will establish due dates for each review cycle. Execute applicable reports from the Business Warehouse (BW) that identify the uncoded obligations by procurement instrument. Review and analyze the documentation instrument, and determine whether additional cost accruals can be recorded in SAP based on the analysis. If necessary, contact via e-mail or phone other LaRC personnel in order to obtain information regarding services rendered or goods delivered. Results of each review shall be documented and forwarded to the Head, MASB (or designee) for review.

- c) Data and Documentation Collection Process - Assist with data and documentation collection in support of the NASA audited financial statement process. All documentation and data shall be reviewed and approved by the Deputy Chief Financial Officer – Finance (or designee) before submission to parties external to LaRC. Validate general ledger account balances as identified by the Head, MASB, or the Deputy Chief Financial Officer – Finance. When required, providing support to this task shall take priority over any other tasks performed by the Contractor's staff.

5.3 Office of Procurement Service Pool

The Contractor shall provide professional and administrative services to the Office of Procurement (OP), including, but not limited to: simplified acquisition award and administration; data verification and entry; official file maintenance; closeout expediting and training coordination. The Contractor shall develop implementing procedures, considering Government-approved standards, procedures, and directives (e.g. Langley Management System (LMS) documentation). The Contractor shall obtain NASA Technical Monitor, or designee, approval of these contractor developed procedures and modifications thereto.

Contractor personnel will have access to electronic and hardcopy files that contain sensitive and/or proprietary information ((e.g. Confidential Business Information (CBI), Personally Identifiable Information (PII)) and shall protect this information by using NASA approved encryption software, applying Sensitive But Unclassified (SBU) or Privacy Act forms, marking Source Selection Information (SSI), and restricting access to authorized personnel only. Disposal of files shall be according to government-approved procedures.

5.3.1 Simplified Acquisition Award and Administration

- 1) The Contractor shall provide procurement support to acquire and administer awards for non-commercial and commercial supplies and services up to \$150,000, and for commercial supplies and services up to \$6,500,000, consistent with the regulatory requirements set forth in the Federal Acquisition Regulations (FAR)/ NASA FAR Supplement (NFS), particularly Parts 8, 12, 13, 15, 16, and 17, other NASA regulations (e.g., Procurement Information Circulars (PICs)), and Office of Procurement (OP) Organizational Procedures, e.g. LMS-OP-4538, LMS-OP-4526, and LMS-CP-5104. These procurements will include purchases against the NASA Scientific & Engineering Workstation Procurement (SEWP) contracts (administered by Goddard Space Flight Center). The Government reserves the right to withhold select procurements for processing.
- 2) The Contractor shall apply best practices and judgment in supporting all facets of purchasing/administration, review and acceptance of submitted Purchase Requests (PRs),

including review of supporting documentation; creation of milestone plans; determination of posting/synopsis requirements, including synopsis archiving; preparation of written solicitations; evaluation of quotes; analysis of price reasonableness; negotiation and award of purchase order/modifications; administrative needs related to award (e.g., active Central Contractor Registration (CCR), KRED vendor requests); Contract Management Module (CMM) entry; award synopsis, as applicable; and comprehensive file preparation supporting purchase order/modification award. The Contractor shall closely coordinate with the Contracting Officer to ensure that the purchase will be prepared, executed, and administered in a manner which accurately represents the Government's needs and is in the Government's best interests.

- 3) Upon PR receipt, the Contractor shall collaborate with the customer to ensure all required documentation (e.g. specifications/description, brand name/sole source) is received and acceptable for procurement action. The Contractor shall accept the PR in CMM once documentation is determined acceptable. If the Contractor is unable to secure such documentation from the customer within 5 business days of PR receipt, the matter shall be referred to the primary NASA Contracting Officer, or designee, for final resolution. ("Primary NASA Contracting Officer" is defined as the warranted civil servant assigned to routinely review the work of the Contractor.)
- 4) The Contractor shall be required to award urgent procurement requirements for non-commercial and commercial supplies and services up to \$150,000, and for commercial supplies and services up to \$6,500,000, on an as needed basis. Urgent requirements will be identified to the Contractor by the primary NASA Contracting Officer, or designee with an established deadline. The Contractor shall maintain overall existing workload and performance objectives (i.e., no degradation in award lead-times overall).
- 5) In the performance of its administrative responsibilities, the Contractor shall, as a minimum:
 - a) Monitor all SOW Section 5.3.3 awards made to ensure products/services are provided on time. The Contractor shall maintain records of contact made with vendors in efforts to resolve delinquency, to include but not limited to, the date, time, contact and content of conversation. If the vendor is uncooperative or repeatedly misses delivery dates, the Contractor shall inform the primary NASA Contracting Officer, or designee.
 - b) Resolve any post-award issues/interpretations.
 - c) Issue modifications to:
 1. Extend period of performance (including meaningful consideration).
 2. Provide funding (e.g. running order funding).
 3. Resolve system challenges that arise (e.g. modify the order to reflect appropriately segregated, deliverable items instead of one supply line item with quantity of 1 each).
 4. Exercise options timely and in accordance with FAR Part 17, NFS Part 1817 and LMS-OP-4526.
 5. Correct CMM data. (Otherwise known as "system correction" or "A" modifications which are unilateral modifications that do not require CO signature or vendor/customer distribution.) Upon CMM release, the Contractor shall submit any changes (e.g., Procurement Placement Code (PPC) change) impacting FPDS-NG data to the Support Contractor responsible for FPDS-NG entry.
 - d) Administer all government issued non-commercial and commercial awards under \$150,000.

These actions may require contacting the customer for clarification, supporting documentation, and/or PR submission.

- 6) The Contractor buyer shall directly submit to the primary NASA Contracting Officer, or designee, all required documentation for signature prior to proceeding to the next procurement phase (e.g. Buy American, sole source, solicitations over \$15K). Furthermore, the Contractor buyer shall directly submit a complete, error-free, CMM-created purchase order/modification and accompanying file to the primary NASA Contracting Officer, or designee, for execution. Once executed, the Contractor shall release the award in CMM and distribute the award/modification to the vendor/customer. The Contractor shall include a customer satisfaction survey in all customer distributions. Following distribution, the Contractor shall submit the file to the Support Contractor responsible for FPDS-NG entry.

5.3.2 Data Verification and Entry

- 1) The Contractor shall provide data verification and entry support to ensure (1) Federal Procurement Data System – Next Generation (FPDS-NG) records are accurately entered and (2) data consistency exists among the paper file, CMM record, and CCR. The Contractor shall extract data from award files (e.g., purchase orders, contracts, cooperative agreements and grants, as well as modifications) and CMM to complete the data entry in FPDS-NG and approve FPDS-NG records created in accordance with available government guidance. Data entry includes the creation of CMM system correction modifications to remedy previously released records. Draft records for the current Fiscal Year must be finalized and approved by the end of the first week of October.
- 2) The Contractor shall monitor interfaces between CMM and FPDS-NG to ensure that records are added correctly. In the event that the interface does not function properly for particular documents, the Contractor shall manually add records to the system as required. All FPDS-NG issues shall be reported to the NASA Task Monitor for resolution.
- 3) By close of business on the last workday of the week, the Contractor shall run the FPDS-NG draft report and annotate the report with the status of each draft record that has not been processed within 3 business days of receipt. Examples of such status include: in process, awaiting system issue resolution, and awaiting input from Specialist. A copy of the annotated report shall be provided to the NASA Task Monitor.

5.3.3 Administrative Support

- 1) The Contractor shall be the focal point for collecting, delivering, transferring, tracking, photocopying/scanning, and returning procurement files (e.g., contract, purchase order, grants/cooperative agreements) to and from Contract Specialists, Contracting Officers, or the file room for internal or external audits, surveys and special requests. When files are transferring between Specialists (workload changes), system correction modifications shall be issued in CMM for all applicable files. However, for those awards not in CMM, a PGroup change request shall be submitted to a SAP Super User for entry prior to transferring files amongst Specialists. Upon action completion, the Contractor shall submit any changes (e.g., PGroup administer change) impacting FPDS-NG data to the Support Contractor responsible for FPDS-NG entry.
- 2) The Contractor shall maintain and store inactive award files and be responsible for their management, including boxing, storing, transportation and destruction in accordance with

NPD 1440.6E, NPR 1441.1D, Center defined records management procedures, and other Government-approved procedures. The Contractor shall maintain a database on the inventory and disposition of inactive award files, including the date when files are scheduled for destruction and are physically destroyed. The Contractor shall destroy all eligible files not less frequently than once per year.

- 3) The Contractor shall coordinate the completion of routine office functions to ensure the smooth operation of OP. Functions may include:
- a. Reviewing PRs received in the OP Receiver queue in CMM, at least three times per day, and assigning each PR to the appropriate individual or branch.
 - b. Printing and distributing released SAP PRs to the assigned individual on a daily basis.
 - c. Preparing and submitting PRs in IEMP SAP Core Financial, to include complete supporting documentation, and maintaining a log of purchases that includes date, PR number, brief description, dollar amount, and requestor's name.
 - d. Maintaining electronic calendars for the OP Director and Deputy Director.
 - e. Scheduling and attending meetings/teleconferences, to include ensuring appropriate facilities, equipment and/or information availability.
 - f. Screening visitors and telephone calls for OP Director and Deputy Director to ensure customers are informed of the office's role and standard operating procedures or directed to appropriate staff members.
 - g. Sorting incoming and processing outgoing mail/correspondence in accordance with Center procedures.
 - h. Preparing documentation using Microsoft Office and eForms software while adhering to the NPR 1450.10 guidelines (NASA Correspondence Management & Communications Standards & Style).
 - i. Proofreading, entering, submitting, and accessing current and past weekly key activities utilizing the Center Key Activities system, as appropriate.
 - j. Preparing and submitting FedTraveler Travel Authorizations (TAs), to include reservation assistance, and expense reports in accordance with the Federal Travel Regulations (FTR) and NASA Federal Travel Regulation Supplement (NFTRS).
 - k. Maintaining and monitoring OP's travel projections and actual expenditures for monthly submission to the OP Administrative Officer.
 - l. Maintaining OP's supply inventory, to include identifying stock that has reached the reorder point; notifying the designated NASA Bank Card Holder of restocking needs; and receiving and restocking supplies.
 - m. Preparing and distributing award delegations and modifications thereto, furnished by OP staff consistent with FAR 42.1-2, NFS Part 1842, and LMS-OP-4522. This includes, but is not limited to, Contracting Officer's Technical Representative (COTR) and Contract Administration delegations. The Contractor shall utilize DCMA's Electronic Contract Administration Request System (ECARS) for appropriate delegations. After distribution, the Contractor shall track each delegation until acceptance has been made by the delegated agency. The file shall contain evidence of weekly follow-ups until acceptance by the delegated agency.
 - n. Maintaining OP's "Active Contracts Listing" on a monthly basis for distribution to OP's Information Technology Point-of-Contact for posting on OP website(s).
 - o. Creating CMM system correction modifications for normal government-owned workload administration, as requested. Upon CMM release, the Contractor shall

submit any changes impacting FPDS-NG data to the Support Contractor responsible for FPDS-NG entry.

5.3.4 Closeout Expediting

Consistent with FAR 4.804, NFS 1804.804 and LMS-OP-4531, the Contractor shall perform interim contract closeout activities for task/delivery orders and calls issued against (1) Indefinite Delivery Indefinite Quantity (IDIQ) contracts, Basic Ordering Agreements (BOAs), and Blanket Purchase Agreements (BPAs) and (2) the IDIQ section of hybrid contracts that are physically complete in preparation for transfer to the Agency Closeout Contractor. By the 5th working day of every month, the Contractor shall identify expired documents from the previous month and request the documents from the Contract Specialist. Closeout activities shall include, but not be limited to, conducting a funds status review, determining whether all contract or agreement terms have been met and deliverables have been received and accepted, obtaining LF 230's from technical monitors/COTR's, obtaining technical records needed for the official contract file, ensuring that the file includes documentation of all past performance evaluations (NASA Form 1680), consolidating the official files to remove any duplicate records, ensuring all supporting documentation is included within the file, deobligating excess cost reimbursement funds, and completing the LF 239 to transfer the file.

5.3.5 Training Coordination

- 1) The Contractor shall manage the training and career development program of all OP personnel. Consideration shall be given to the "NASA Procurement Career Development and Training Policy" document. The Contractor is responsible for determining whether mandatory core training courses and elective requirements are satisfied in accordance with the NASA-wide policy document. The Contractor shall also maintain a copy of each Federal Acquisition Certification in Contracting (FAC-C) issued, along with a copy of the FAC-C Application and its attached documentation. A copy of any fulfillment requests and associated documentation shall also be maintained by the Contractor. The Contractor is responsible for maintaining a record of the core training completed by Procurement individuals.
- 2) This function includes, but is not limited to, scheduling of employee training programs and/or special courses, interfacing with the Center Training Office for coordination of all in-house Procurement training, monitoring the progress of staff completing the Level I, II and III Agency's CON Procurement mandatory training classes, handling training level certificates, maintaining a comprehensive CON Procurement Certification Training Database of all Contract Specialist employees that have had CON training.
- 3) The Contractor shall serve as the Center and OP focal point for the COTR (COTR/FAC-C COTR) and COTR Refresher (COTRR) Training. The Contractor shall maintain a comprehensive LaRC COTR database containing the most recent COTR training completed.
- 4) The Contractor shall provide a quarterly report consistent with the government's Fiscal Year (FY) by the 10th working day in the month following the quarter. The report shall identify the following information:
 - a. Completed training for the quarter, the attendees (specific individuals or number if involves whole organization) and the presenter or host of the training. This information shall be cumulative for the FY.

- b. Status of FAC-C certifications for each FAC-C level, including the status of pending and in-progress certifications, formatted as requested by the government.

5.4. Administrative Service Pool

Provide an administrative service pool for LaRC programs, projects, and research organizations located in various buildings across the Center. A Security Clearance may be required as noted in specific requirements. The contractor shall develop work request procedures for review and approval by the Government and follow procedures when accepting work. The contractor shall plan, project, and track costs for individual offices supported by the Administrative Services Pool. Organizational support is as follows.

5.4.1 Reserved

5.4.2 Aeronautics Test Program (ATP) Office Financial and Administrative Support

Financial Support

- 1) Provide financial services support to the Aeronautics Test Program (ATP) Office staff. During budget planning activities urgent requirements for support may necessitate immediate action. Use of standard business software applications such as Word, Excel, and PowerPoint as well as NASA-unique applications such as the Integrated Enterprise Management Program (IEMP, especially Core Financial and Budget Formulation modules), Business Warehouse (BW), Workforce Integrated Management System (WIMS), and ERASMUS is required. The Contractor shall enter, maintain, retrieve, and manipulate resource data relating to ATP projects. The Contractor also shall respond to customer inquiries pertaining to such data.
- 2) Download resource information from the NASA IEMP and BW into spreadsheets and graphs for analysis and revision by Program Integration Manager (PIM). Develop spreadsheet and database reports on a daily, weekly, and monthly basis to be used for tracking budget plans, financial and overall performance, variances, and budget trends and changes. Provide analysis of data both by project and by Center. Report and analysis shall include workforce actuals per Center project on running total spreadsheet w/cost actuals. ATP Project Managers may request additional data, on an as needed basis. Data collection will cross fiscal years, until all funding is costed.
- 3) Prepare charts, exhibits, and reports pertaining to resource data to be used for program, project, and other management analyses and reviews. Graphics data may come from established databases, spreadsheets, or information provided by PIM. Provide data input into IEMP and WIMS. Maintain proficiency with computer graphics software being used by PIM and programs/projects to generate charts and reports and with the data sources that serve as the basis for the charts and reports. Overall data collection and analysis examples include facility utilization, financial status/trends, and facility survey data. Each quarter, travel to GRC, DFRC, ARC, or NASA HQ to support Quarterly Reviews for the Aero Ground Test Facilities and Flight Operations & Test Infrastructure Projects.
- 4) Communicate clearly and effectively with management and technical specialists at Langley, other Centers, NASA HQ, DoD, and Industry.
- 5) Develop and update ad hoc spreadsheets, presentations, and databases.

- 6) Support ATP Project Managers in Aero Ground Test Facilities Operations, Maintenance and Test Technology; and Flight Operations Project Manager. Provide financial support with tracking and compiling all projects across the centers doing Aeronautics. Provide programmatic support with the formulation of flight operations processes and cost/rate structure.
- 7) Support Test Technology Program Manager (PM) in the following areas:
 - a) NASA Research Announcements (NRAs): Annually put proposal submittals into a spreadsheet and ensure applicants are contacted about award or rejection. Assist with tracking finances and progress on selected NRAs every other month.
 - b) Small Business Innovation Research (SBIR): Semiannually put proposal submittals into a spreadsheet and remind reviewers of their deadlines. Assist with tracking finances and progress on selected SBIRs every other month.
 - c) ATP Test Technology Investments: Annually work with PM in putting out the call for proposals and collecting proposal submittals in a spreadsheet and then tracking those selected on a monthly basis.
 - d) Database management of all test technology investments (NRAs, SBIRs, ATP investments, Partnership projects, and test technology data) in Share Point: Assist in monthly gathering and tracking all test technology investments, interests, and future requirements across the Aeronautics centers. Work with the PM quarterly to analyze the data and make strategic assessments.
 - e) Periodically present test technology data and/or information in forums and meetings.
 - f) Annually integrate test technology data into one spreadsheet for the given fiscal year.
 - g) Provide technical writing review of Test Technology reports and papers monthly
 - h) Travel up to six times a year.

Administrative Support

Provide administrative services to the NASA Aeronautics Test Program (ATP) Office. Prepare travel reservations, authorizations and vouchers in FedTraveler for approval in accordance with approved procedures that include the Federal Travel Regulations (FTR) and NASA Federal Travel Regulation Supplement (NFTRS). Maintain a log of travel authorizations and travel vouchers processed that include date and time travel requests were initiated and processed. Establish, maintain, and dispose of files for travel authorizations and travel vouchers (including receipts) in accordance with applicable standards and Government-approved procedures.

5.4.3 Reserved

5.4.4 OCIO Branch Office Support

Provide administrative services to the Information Management Branch (IMB), the Information Technology Infrastructure Branch (ITIB), and the Media Services Branch (MSB) within the Office of Chief Information Officer (OCIO). IMB is located in buildings 1194 and 1268; ITIB and MSB are located in building 1268. Required functions are defined as follows:

- 1) Track and report on all branch budgets (travel, award, overhead, and/or programmatic) and monitor their implementation. Establish and maintain spreadsheets to track expenditures.

Collect and compile data for annual budget projections and justifications. Communicate effectively with branch management, staff, and OCIO program analysts to clarify requirements and to ensure understanding of funding guidelines and expectations for budget line items. Forecast potential problems and advise management and technical staff of issues. Generate reports and other related documents on funding accounts using available electronic reporting systems/tools. Provide historical spending data to develop requirements and to formulate budgets as needed. Enter, maintain, retrieve, and manipulate resource data relating to branch programs/projects. Respond to customer inquiries pertaining to such data. Functions in connection with the SOW for the determination of Federal Program priorities for budget requests, the determination of budget policy, guidance and strategy, the control of public funds, and the determinations of what Government property is to be disposed of which are inherently Government functions will remain functions to be performed by Government employees and not contractor staff.

- 2) Maintain hardcopy and/or electronic personnel, technical, administrative, and/or financial archives in accordance with federal regulations and Agency directives. Retrieve information from files as requested. Dispose of files according to government-approved procedures. Completed documents shall be delivered in hardcopy or electronic format as specified to the requestor and/or routed accordingly. Log outgoing documents in LaRC Correspondence System as appropriate.
- 3) Prepare factual information required to process contract/grant documentation. Coordinate with technical points of contact to administer funding requisitions. Review contractor performance against planned versus actual spending, and initiate requisitions for additional funding in a timely manner. Track and report status of transactions related to grants, contracts, or similar. Provide summary reports on status of activities as required.
- 4) Perform a wide variety of nonstandard property management support duties. Maintain an automated system for tracking property inventory. Conduct periodic surveys of equipment and property utilization. Retrieve and complete necessary paperwork for disposal, location changes, user updates, and so forth. Participate in audits and reports lost or misplaced equipment.
- 5) Process mail including maintaining correspondence log, distributing incoming mail, and processing outgoing mail for daily scheduled pick-up. Maintain both hardcopy and electronic files for the branches, including administrative files as well as technical documentation and reports in accordance with applicable standards and Government-approved procedures. The use of Government-provided archival systems for documentation is required. Requested files shall be delivered to requester's office (hardcopy) or desktop computer (electronic) as specified.
- 6) Provide photocopying, facsimile transmission, copying of transparencies and handouts for presentations, and arrangements for electronic projection at presentations. Copies and transparencies shall be delivered to the requester's office as requested.
- 7) Maintain official files, e.g. performance plans/appraisals, leave requests and other branch correspondence.
- 8) Maintain inventory of supplies to include identifying stock that has reached the reorder point, notifying NASA Bank Card Holder of what needs to be ordered, and receiving and restocking supplies.
- 9) Develop and maintain electronic distribution lists and distribute incoming and outgoing Center/Directorate policies, directives, and other documentation using these lists.

- 10) Maintain suspense files on configuration management and data management action items. For all action items, track and report appropriate dates and status or disposition.
- 11) Provide administrative support for meetings, including scheduling (electronic calendar), taking notes, recording actions, and distributing notes and action lists to attendees.
- 12) Using LaRC standard Microsoft Office software, type correspondence, viewgraphs, forms, and other administrative documents. Requested documents shall be delivered in hardcopy or electronic format as specified.
- 13) Attend meetings as necessary regarding branch activities, priorities, deadlines, and other branch information.
- 14) Substitute for the OCIO Lead Secretary during absence and provide administrative services to the Directorate Staff Office including answering phone, receiving/greeting visitors, reading/responding to e-mails, typing correspondence, viewgraphs, forms, and other administrative documents.
- 15) Submit monthly safety inspection information in the Supervisor Safety Inspection System.
- 16) Prepare branch PR's in IEMP Core Financial for appropriate authorizer in accordance with approved procedures. Purchases may include, but are not limited to, contract acquisition, exhibit services, and office supplies. Maintain a log of purchases that includes date and time PR request was received and processed. Establish, maintain, and dispose of files for purchase requests in accordance with applicable standards and Government-approved procedures. These files contain sensitive or proprietary information. The contractor shall develop and submit for government approval procedures to ensure access to files is by authorized personnel only.
- 17) Prepare travel authorizations and travel vouchers in IEMP Travel Manager for approval by the branch heads in accordance with approved procedures that include the Federal Travel Regulations (FTR) and NASA Federal Travel Regulation Supplement (NFTRS). Establish, maintain, and dispose of files for travel authorizations and travel vouchers (including receipts) in accordance with applicable standards and Government-approved procedures. Make airline and hotel, and rental car reservations for branch management. Access and update Branch budget spreadsheet using NX.
- 18) Prepare and maintain employee performance plans. Schedule planning, midterm, and final evaluation sessions, collect employee input, make copies and provide to employees.
- 19) Act as focal point for all branch formal actions. Track incoming and outgoing actions and ensure deadlines are met.
- 20) Update employee rosters.
- 21) Serve as POC for ODIN services.
- 22) Maintain electronic calendars for Branch Heads, Assistant Branch Heads, and, when necessary, CIO and Deputy CIO. Coordinate logistics and schedule meetings for the staff and notify all participants.
- 23) Track and report on the status of Action Items assigned to Branch Heads and Assistant Branch Heads by NASA Headquarters and OCIO. Ensure that the responses meet the necessary requirements and are completed in a timely manner. Coordinate incoming data received, gather and review Action Items received from identified personnel, and consolidate responses.

- 24) Provide information about the branch offices' functions and standard operating procedures to visitors and telephone callers and direct technical questions and inquiries for information to appropriate staff members. Screen visitors and telephone calls for the Branch Heads and Assistant Branch Heads.

5.4.5 Research and Technology Directorate (RTD) Branch Support

Provide administrative services to various branches within the Research and Technology Directorate. Branch offices supported are located in various buildings across the Center and may require duplicate office equipment for some organizations. The contractor shall develop work request procedures for review and approval by the Government and follow procedures when accepting work. Required functions are defined as follows:

- 1) Sort and distribute incoming mail and facsimiles to staff members. Log incoming and outgoing documents requiring action/signature into LaRC Correspondence System as appropriate. Process outgoing mail for daily scheduled pick up. Prepare and send facsimiles for staff members as required. Maintain both administrative and technical hardcopy and/or electronic files for branch office. Maintain and dispose of files in accordance with applicable standards and Government-approved procedures. The use of Government-provided archival systems for documentation is required. Retrieve files as requested and deliver to requester's office (hardcopy) or desktop computer (electronic) as specified.
- 2) Provide photocopying of a variety of documentation. Deliver copies made to the requester as specified.
- 3) Maintain sufficient inventory of supplies. Identify stock that has reached the reorder point and notify NASA point of contact on what needs to be ordered. Receive and stock items.
- 4) Develop and maintain electronic distribution lists and distribute incoming and outgoing Branch, Directorate, Center and/or Agency policies, directives, and other documentation using these lists via e-mail, staff meetings, etc. Interpret information and implement changes that apply to the work assignments of this position. Provide clarification to staff members as needed.
- 5) Maintain suspense files on configuration management and data management action items. For all action items, track and report appropriate dates and status or disposition to branch management. Provide follow-up to ensure completion by established deadlines. Post activities and action due dates for Branch Head and Assistant Branch Head(s) to their electronic calendars as required.
- 6) Schedule a variety of meetings (via electronic calendar) for branch management and staff. Provide administrative support for meetings to include arranging conference rooms and ensuring appropriate equipment is available. Photocopy handouts, agendas, and other material as required. Attend meetings as requested, taking notes and recording actions and distributing notes and action lists to meeting attendees.
- 7) Use current software applications to type correspondence, agendas, presentations, spreadsheets, charts, forms, etc. Completed documents shall be delivered in hardcopy or electronic format as specified to the requestor and/or routed accordingly. Log outgoing documents in LaRC Correspondence System as appropriate.
- 8) Submit technical publication/presentation records through the current on-line Technical Publication Submittal and Approval System.

- 9) Submit monthly safety inspection reports for Branch management into the on-line Supervisor Safety Inspection System.
- 10) Prepare and submit weekly Key Activities to Directorate Office as requested.
- 11) Substitute for Research and Technology Directorate Secretary during her absence and provide administrative services to the Directorate staff including answering phone; receiving/greeting visitors; reading/responding to e-mails; process incoming/outgoing mail and facsimiles; submit travel authorizations/vouchers and make travel reservations; typing correspondence, presentations, forms, and other administrative documents.
- 12) Prepare and submit foreign and domestic travel authorizations and travel vouchers into on-line Travel Manager System. Prepare and submit foreign travel packages. Maintain a log of processed travel authorizations. Make all appropriate reservations for branch staff as required.
- 13) Prepare and submit Purchase Requisitions into current financial system. Maintain a log of purchases.
- 14) Provide information about the branch offices' functions and standard operating procedures to visitors and telephone callers and direct technical questions and inquiries for information to appropriate staff members. Screen visitors and telephone calls for the Branch Head and Assistant Branch Head(s), and/or technical team leads.

5.4.6 Research and Technology Directorate (RTD) Financial and Administrative Support

Provide administrative services to the Research and Technology Directorate (D3) and its supporting branches. Branch offices supported are located in various buildings across the Center and may require duplicate office equipment for some organizations. The contractor shall develop work request procedures for review and approval by the Government and follow procedures when accepting work. Required functions are defined as follows:

- 1) Maintain electronic calendars for branch management, staff, and when necessary, the Directorate. Provide administrative support for meetings to include arranging conference rooms and ensuring appropriate equipment is available. Photocopy handouts, agendas, and other materials as required.
- 2) Screen visitors and telephone calls for the Branch Head and Assistant Branch Head. Provide information about the branch offices' role and standard operating procedures to visitors and phone callers; direct technical questions and inquiries for information to appropriate staff members.
- 3) Process mail, including maintaining correspondence log, distributing incoming mail, and processing outgoing mail for daily scheduled pick-up. Maintain both hardcopy and electronic files for the branch, including administrative files as well as technical documentation and reports in accordance with applicable Government standards and procedures. The use of Government provided archival systems for documentation is required. Requested files shall be delivered to requester's office (hardcopy) or desktop computer (electronic) as specified.
- 4) Substitute/stand-in for the RTD Lead Secretary and other RTD admin during absence and provide administrative support to the Directorate Staff including: answering phones, receiving/greeting visitors, reading/responding to email requests, typing correspondence, distribute mail, submitting travel authorizations/expense reports, and other administrative duties as needed.

- 5) Provide administrative support for meetings/conferences/workshops/peer reviews, including scheduling (electronic calendar); coordinating logistics; note taking; recording actions; distributing notes/action lists to attendees; preparation and transmittal of invitations; information/data packages; thank you notes to participants; and compilation, copying, and distribution of final proceedings.
- 6) Maintain official files in electronic and hardcopy format: performance plans/appraisals, leave requests, branch correspondence, technical papers, financial documents, etc. in accordance with applicable standards and Agency Directives. Protect files that contain sensitive or proprietary information and ensure that access to these files is by authorized personnel only. When handling electronic PII documents, Entrust software will be used and hardcopy documentation will be protected with a SBU or Privacy Act cover form. Disposal of files will be according to government-approved procedures. Log outgoing documents in LaRC Correspondence System as appropriate.
- 7) Provide photocopying, facsimile transmission, copying of handouts for presentations, and arrangements for electronic projection at presentations. Copies shall be delivered to the requester's office as requested.
- 8) Use Microsoft Office software to prepare correspondences, PowerPoint Presentations, Excel spreadsheets, and other requested administrative documents adhering to the NPR 1450.10 guidelines (NASA Correspondence Management & Communications Standards & Style) and utilizing LaRC's Correspondence Templates website. Use Desktop eForms to submit requests requiring electronic form submission. Requested documents shall be delivered in hardcopy or electronic format as specified.
- 9) Use the Langley Management System (LMS) to access Langley's Policy Manual, Strategic Plan, Center Procedures, Policy Directives, and organization documents, and adhere to the Langley Procedural Requirements (LPRs) when applicable.
- 10) Attend meetings as necessary regarding branch activities. Support and attend RTD administrative meetings for ASA's, financial analysts, administrative assistants, and secretaries.
- 11) Submit technical publications/presentation records using the on-line Technical Publication Submittal and Approval System (TPSAS) and track approvals to completion. Ensure that employees have prior approval through TPSAS before presenting their papers. In addition, maintain a branch bibliography file on each of the branch member's technical papers if required by management.
- 12) Serve as the branch ODIN POC as required by management. Assess current branch needs against new requirements. Place orders for phone and computer needs utilizing the ODIN catalog and Provance systems. Process additions, modifications, relocations, and deletions to seats; monitor monthly ODIN bill for errors; and process ODIN off-site loan agreements.
- 13) Provide property management support to Property Custodian as required. Use the NASA Property Management (N-PROP) automated system for tracking property inventory. Conduct periodic surveys of equipment and property utilization. Retrieve and complete necessary paperwork for disposal, location changes, user updates, survey reports, and so forth. Participate in audits and reports lost or misplaced equipment in a timely fashion.
- 14) Maintain inventory of supplies to include identifying stock that has reached the reorder point, notifying the designated NASA Bank Card Holder of what needs to be ordered; receive and restock supplies.

- 15) Initiate, track, and compile action items for branch level activities. Track and report appropriate dates, status, or disposition of action items to supervisor. Follow up to ensure completion by the established deadlines. Post action items and their due dates to branch management calendars as reminders.
- 16) Participate in the monthly safety walk-thru with supervisors as requested. Submit monthly safety inspection information in the Supervisor Safety Inspection System (SSIS) before the months if requested by management. If supervisor or other employee does the monthly inspections, ensure that reminders are sent and results are captured in the SSIS.
- 17) Proofread weekly Key Activities and submit to the Directorate as requested. Assist employees entering the data into the system as required. Maintain a file on reports submitted.
- 18) Prepare and submit Purchase Requisitions (PRs) in IEMP Core Financial. Provide all supporting documentation and review it for accuracy and completion. Maintain a log of purchases that includes date, PR number, brief description, dollar amount, and requestor's name. Track status of PRs to delivery and make sure costs are within allocated budgets. Work with management and Directorate Program Analysts when funding issues arise. For both PRs and Purchase Card procurements, conduct market research on items requested and provide findings to requestor.
- 19) Prepare and submit both foreign and domestic Travel Authorizations (TAs) and expense reports in FedTraveler. Prepare foreign travel packages and obtain both branch and Directorate approval in the allotted timeframe with all supporting documents needed. Must have a working knowledge of the Federal Travel Regulations (FTR) and NASA Federal Travel Regulation Supplement (NFTRS) and ensure that travelers are not going around the system. Maintain and update Branch budget spreadsheet from the RTD shared server and ensure that organization stays within its allocated budget. Keep management informed of spending and when funding issues arise. Make requested reservations for branch employees as required.
- 20) Upon approval by branch management, coordinate small building and infrastructure improvement requests (such as painting, extermination, electrical work repairs, installation and maintenance of conference audio/visual equipment), entering such requests into the ROME work request integrator when necessary. Track status of request to completion.
- 21) Assist branch head in reviewing the status of time and attendance records and contact employees who are delinquent in submitting their time in WebTADS. As required, submit changes or corrections as needed.
- 22) Initiate and maintain employee performance plans. Schedule planning, midterm, and final evaluation sessions. Gather employee input and write-ups to assist management in preparation of opening new plans and closing out old ones. Distribute copies of new performance plans and final evaluations to the employees and the branch files and send original to OHCM. Performance plans shall be provided to the Directorate for QSI and Distinguished nominations prior to the performance closeout cycle.
- 23) Coordinate, review, and consolidate a variety of narrative and statistical human resource information. Track status of actions/requests and inform branch management. Provide input to branch management on the proper format and method to use when preparing personnel documents. Provide sample documents as background information. Initiate and manage personnel processing activities, including preparing Position Descriptions (PD) using ePDS, completing NF1722 (Position Designation Record) and NF 1630 (Request for Access to

Classified National Security Information), entering awards into NAAS, entering performance ratings into NOPS, and assisting employees with their IDP's. Work closely with branch management and Directorate Administrative Office to coordinate and complete human resource activities. Maintain rosters, organizational charts, and other personnel documentation.

- 24) Maintain all organizational branch budgets (travel, award, overhead, facilities, and/or programmatic) and monitor their implementation. Establish and maintain spreadsheets to track expenditures. Collect and compile data for annual budget projections and justifications. Communicate effectively with branch management, staff, and RTD program analysts to clarify requirements and to ensure understanding of funding guidelines and expectations for budget line items. Forecast potential problems and advise management and technical staff of issues. Generate reports and other related documents on funding accounts using available electronic reporting systems/tools such as BW, ALDS, and WPS. Provide historical spending data to develop requirements and to formulate budgets as needed. Enter, maintain, retrieve, and manipulate resource data relating to branch and/or programs/projects. Respond to customer inquiries pertaining to such data.
- 25) Enter workforce data into the current on-line Workforce Integrated Management system (WIMS) and the Programmatic Template (PT). Run and prepare reports as required by management.
- 26) Download resource information into useable spreadsheets and graphs for analysis. Establish spreadsheets and database reports to be used for tracking budget plans, overall performance, variances, and budget trends and changes.
- 27) Prepare factual information required to process contract/grant documentation. Coordinate with technical points of contact to administer funding requisitions. Review contractor performance against planned versus actual spending, and initiate requisitions for additional funding in a timely manner. Track and report status of transactions related to grants, contracts, or similar. Provide summary reports on status of activities as required.

5.4.7 Exploration & Space Operations Directorate (ESOD) and Flight Projects Directorate (FPD) Administrative Support

Provide administrative support for Exploration and Space Operations Directorate (ESOD)/Flight Projects Directorate (FPD) programs and projects, located in various buildings across the Center. The contractor shall develop work request procedures for review and approval by the Government and follow procedures when accepting work. The contractor shall plan, project, and track costs for individual offices supported by this task. Required functions are defined as follows:

- 1) Process mail including maintaining correspondence log, distributing incoming mail, and processing outgoing mail for daily scheduled pick-up. Maintain both hardcopy and electronic files, including administrative files as well as technical documentation and reports in accordance with applicable standards and Government-approved procedures. The use of Government-provided archival systems for documentation is required (example: NX). Requested files shall be delivered to requester's office (hardcopy) or desktop computer (electronic) as specified.
- 2) Provide support for ODIN activities within the project office. Perform administrative services in support of monitoring of the ODIN (Outsourcing the Desktop Initiative in NASA)

information technology (IT) equipment. Provide project management with status/requested information.

- 3) Provide photocopying, facsimile transmission, copying of handouts for presentations, and arrangements for electronic projection at presentations. Copies shall be delivered to the requester's office as requested.
- 4) Maintain inventory of supplies to include identifying stock that has reached the reorder point, notifying NASA contact of what needs to be ordered, and receiving and stocking supplies.
- 5) Provide administrative support for meetings, including scheduling (electronic calendar), taking notes, recording actions, and distributing notes and action lists to attendees.
- 6) The contractor shall prepare, edit, and distribute weekly key activities to appropriate personnel (i.e. Directorate Office; Project Staff).
- 7) Disseminate to Project employees new and/or revised Project, Directorate, Center and Agency policies, directives, and other documents via e-mail, staff meetings.
- 8) Conduct and document an annual inventory of Government equipment. Fill in a NASA Form 1602, NASA Equipment Management System (NEMS) Transaction Document, on each applicable piece of equipment to track any changes in user or location and deliver to NASA Property Custodian for signature. Coordinate documentation and pickup of excess equipment with the NASA Property Custodian.
- 9) Submit monthly safety inspection information in the Supervisor Safety Inspection System.
- 10) Process web-based domestic and foreign travel orders and vouchers via Travel Manager. Make airline and hotel reservations for project management. For foreign travel work with appropriate organizations/NASA Centers to ensure package/paperwork is submitted/processed appropriately. Review travel authorizations and vouchers for missing information, improper routing, approver's remarks, and per diem rates for extended travel. Distribute e-mails pertaining to travel authorizations and vouchers and notify travelers of missing information or receipts. Establish, maintain and dispose of files for travel authorizations, vouchers, and associated documents in accordance with applicable standards and Government-approved procedures.
- 11) Using LaRC standard Microsoft Office software, type correspondence, forms, and other administrative documents. Log outgoing documents in accordance with individual Project policies. Requested documents shall be delivered in hardcopy or electronic format as specified.
- 12) Answer organizational phone line and receive/greet visitors, directing all calls and visitors to the appropriate points of contact.
- 13) Maintain suspense files on configuration management and data management action items as deemed appropriate by the Project Manager. For all action items, track and report appropriate dates and status or disposition.
- 14) Maintain project/office head calendars. This includes providing manager with daily appointment reminders; providing updates during the day as necessary; coordinating meeting locations; and initiating and coordinating meetings as appropriate and as requested by manager.
- 15) Attend meetings as necessary regarding branch/directorate activities, priorities, deadlines, and other project/office/directorate information. When requested by the Office Head, take notes, record actions, and distribute minutes to attendees as required.

- 16) When necessary, substitute for other ESOD/FPD secretaries during their absence.
- 17) Prepare and submit purchase requisitions into current financial system. Maintain a control log of purchases.
- 18) Develop and maintain electronic distribution lists and distribute incoming and outgoing Center/Directorate/Project policies, directives, and other documentation using these lists.
- 19) In support of the FPD/Orion Flight Test Article Project Office, the ESOD/Constellation Level II Office, and ESOD/Orion Project Office, use data from BW/SAP to perform established reconciliation process and prepare charts, exhibits, and reports pertaining to resource data to be used for program/project and other management analyses and reviews. Provide data input into PT, FOCUS (ESMD), Purchase Requests, and WIMS. Graphics data may come from established databases, spreadsheets, or information provided by Government program analysts. Maintain proficiency with computer graphics software being used by the Government programs/projects to generate charts and reports and with the data sources that serve as the basis for the charts and reports.

5.4.8 Administrative Support for the Earth System Science Pathfinder (ESSP) Program

Provide administrative support for the ESSP (A5) Program Office. ESSP is a NASA Headquarters Program with the office located at Langley Research Center in Hampton, VA. The Contractor will work closely with personnel at Headquarters Science Mission Directorate, Earth Science Division and all ESSP Program Office staff to support the overall goals and objectives of the ESSP. ESSP is located in building 1208A. Required functions are defined as follows:

- 1) Maintain travel (including for ESD), award and overhead budgets and monitor their implementation for the program office. Establish and maintain spreadsheets to track expenditures. Collect and compile data for annual budget projections and justifications. Communicate effectively with program office management and staff, and Headquarters ESD personnel to clarify requirements and to ensure understanding of funding guidelines and expectations for budget line items. Generate reports and other related documents on funding accounts using available electronic reporting systems/tools (i.e. Business Warehouse (BW) and NASA Automated Awards System (NAAS)). Provide historical spending data to develop requirements and to formulate budgets as needed. Enter, maintain, retrieve, and manipulate resource data relating to branch programs/projects. Respond to customer inquiries pertaining to such data.
- 2) Prepares and submits purchase requisitions into current financial system in accordance with approved procedures. Maintains a control log of purchases.
- 3) Prepare and submit both foreign and domestic Travel Authorizations (TA's) and expense reports in Web-Base FedTraveler System. For foreign travel work with appropriate organizations/NASA Centers to ensure package/paperwork is submitted/processed in the allotted timeframe with all required supporting documents. Must have a working knowledge of the Federal Travel Regulations (FTR) and NASA Federal Travel Regulation Supplement (NFTRS). Maintain and update Program's travel budget spreadsheet and ensure that organization stays within its allocated budget. Keep management informed of spending and when funding issues arise. Make requested airline and hotel, and rental car reservations for

program office staff. Review travel authorizations and vouchers for missing information, improper routing, approver's remarks, and per diem rates for extended travel.

- 4) Coordinate and complete a variety of human resource related actions for the Program Office to include narrative and statistical information. Track status of actions/requests and provide advice to Program Office supervisors on the proper format and method to use when preparing personnel documents. Provide sample documents as background information. Initiate and coordinate a variety of personnel action activities, including preparing Position Descriptions (PD) using ePDS, completing NF1722 (Position Designation Record) and NF 1630 (Request for Access to Classified National Security Information), entering awards into NAAS, entering performance ratings into NOPS, and assisting employees with their IDP's. Coordinate and schedule annual performance activities to ensure plans, mid-terms, and appraisals are performed in a timely manner to meet Center deadlines. Maintain a variety of rosters, org. charts, and other personnel documentation. Enter data and generate reports related to human resource data using the NASA Organizational Profile System (NOPS). Work closely with Program Office management to coordinate and complete human resource activities.
- 5) Distribute copies of new performance plans and final evaluations to the employees and send original to OHCM. Compile required training plan; review and submit training plan to the Program Manager. Compose "required and mandatory training" requirements for Individual Development Plans (IDP). Ensure completion of mandatory/required training. As required, coordinate on-site training events. Serve as a liaison to communicate employees training needs and ensure timely distribution of training notifications.
- 6) Maintain inventory of supplies to include identifying stock that has reached the reorder point, notifying NASA Bank Card Holder of what needs to be ordered, and receiving and restocking supplies.
- 7) Process mail including maintaining correspondence log, distributing incoming mail, and processing outgoing mail for daily scheduled pick-up.
- 8) Maintain both hardcopy and electronic files for the Program Office, including administrative files as well as technical documentation and reports in accordance with applicable standards and Government-approved procedures. The use of Government-provided archival systems for documentation is required. Retrieve information from files as requested. Requested files shall be delivered to requester's office (hardcopy) or desktop computer (electronic) as specified. Dispose of files according to government-approved procedures.
- 9) Serve as program office ODIN point of contact. Performs administrative services in support of monitoring of the ODIN (Outsourcing the Desktop Initiative in NASA) information technology (IT) equipment. Provides program management with status/requested information. Analyze current program office assets and needs against new requirements. Process additions, modifications, and deletions to seats via the ODIN on-line ordering system. Place orders for other phone and computer needs, using the ODIN catalog on-line tool.
- 10) Serve as Property Custodian for Program Office equipment. Use the NASA Property Management automated system for tracking property inventory. Conduct periodic surveys of equipment and property utilization. Retrieve and complete necessary paperwork for disposal, location changes, user updates, survey reports, and so forth. Participate in audits and reports lost or misplaced equipment in a timely fashion. Also, serve as Program Office Move Coordinator.

- 11) Arrange for office space, phone and computer equipment for new employees, summer, and temporary personnel. Ensure accommodations are made prior to their arrival and equipment is returned after they depart. Ensure that employees have access to email.
- 12) Submit monthly safety inspection information in the Supervisor Safety Inspection System within established deadlines.
- 13) Provide administrative support for meetings/conferences/workshops/peer reviews, including scheduling (electronic calendar), WebEx, teleconferencing, coordinating logistics, taking notes, recording actions, preparation and transmittal of invitations, and distributing notes, thank you notes to participants, compilation, copying, and action lists to attendees.
- 14) Use current electronic systems and tools (i.e., Microsoft Office, Desktop e-Forms) to prepare, assemble, edit, and submit a variety of written material such as correspondence, agendas, presentations, charts, and forms as required. Completed documents shall be delivered in hardcopy or electronic format as specified to the requestor and/or routed accordingly.
- 15) Maintain Program Office Management calendars. This includes providing managers with daily appointment reminders; providing updates during the day as necessary; coordinating meeting locations; and initiating and coordinating meetings as appropriate and as requested by managers and staff.
- 16) Provide information about the program offices' functions and standard operating procedures to visitors and telephone callers and direct technical questions and inquiries for information to appropriate staff members.
- 17) Attend meetings as necessary regarding program office activities, priorities, deadlines, and other program office information (i.e., T&A, leave policies and procedures).
- 18) Provide photocopying, facsimile transmission, copying of handouts for presentations, and arrangements for electronic projection at presentations. Copies and transparencies shall be delivered to the requester's office as requested.
- 19) Develop and maintain electronic distribution lists and distribute incoming and outgoing Center/Directorate policies, directives, and other documentation using these lists.
- 20) Participate as a team player by working in a collaborative manner to fulfill the administrative requirements of the program office.

5.4.9 Safety and Mission Assurance Office Support

Provide administrative services to various branches within the Safety and Mission Assurance Office. Required functions are defined as follows:

- 1) Prepare domestic and foreign travel for employees/visitors by initiating travel request in Travel Manager, making reservations as required, and assisting with preparation of travel vouchers, if required. Manage SMAO Director, Deputy Director, and Branch Heads travel schedules and associated requirements. This may also include assisting employees by providing cost estimates for their anticipated travel and gathering necessary documentation and communicating with appropriate NASA offices regulating travel and/or visitors.
- 2) Prepare and finalize the weekly SMAO Key Activities and Safety Highlights. This includes receiving, compiling and checking for grammatical errors before final submittal to the SMAO Directorate Office for review and approval. After approval post documents on the designated web sites and distribute the documents electronically or via paper copy if required.

- 3) Provide administrative support for meetings, including scheduling (electronic calendar), taking notes, recording actions, and distributing notes and action lists to attendees. Some meetings require formal minutes to be taken, written, and distributed. Post notes and actions to the SMAO Documentation Library or place on the SMAO server, whichever is appropriate.
- 4) Serve as a focal point for coordinating the issuance of prescription safety glasses approvals for civil servant personnel and assisting employees with other pertinent safety-related activities (e.g., check out of safety videos and documents).
- 5) Manage (including review for grammar and format) and coordinate the update of safety-related Langley Policy Directives (LAPDs), Langley Procedural Requirements (LPRs), Organizational Procedures (OPs), and Center Procedures (CPs) in accordance with the Langley Management System (LMS)-CP-2701, "LaRC Directives Initiation, Review and Approval." Manage and coordinate the implementation and update of safety-related Langley Forms (LFs) in accordance with LAPD 1420.1, "Forms Management Program." Ensure all documents are updated and submitted to the LMS in a timely manner with all required signatures and approvals.
- 6) Update safety-related web-based applications maintained under the CONITS contract on Center servers as necessary. These web-based applications include the Audit Tracking System, Supervisor Safety Inspection System, Contractor Monthly Accident Reporting system, Facility Safety Personnel Listing, SMAO Documentation Library, and portions of the Main Safety Web Site. This task requires making changes to users, organization codes, contract numbers, facility numbers and names, documents in PDF, Word, Excel, or PowerPoint format, and other required fields within the web-based applications. This does not require the development of web pages in HTML format. This does include contacting CONITS when problems are detected by SMAO or Center personnel, such as when a website appears to be off-line, to ensure the CONITS point of contact resolves the issue.
- 7) Provide backup support to prepare Purchase Requisitions (PR) in Integrated Enterprise Management Program (IEMP) Core Financial in accordance with approved procedures. Maintain a log of purchases that includes: date, PR number, description, dollar amount, Work Breakdown Structure (WBS) number, and purchaser. Maintain and dispose of files of purchase requests in accordance with Government approved standards and procedures. These files can contain sensitive or proprietary information and contractor shall ensure access to files is by authorized personnel only.
- 8) Use current software applications (e.g., Microsoft Word, Excel, and PowerPoint) to type various correspondence, agendas, presentations, spreadsheets, charts, forms, etc. Completed documents shall be delivered in hardcopy or electronic format as specified by the requestor and/or routed accordingly. Log incoming/outgoing documents in the LaRC Correspondence System as appropriate. Post electronic copies, as required, to the SMAO Documentation Library or on the SMAO server.
- 9) Maintain inventory of supplies by identifying SMAO stock items that need to be replenished and notifying the appropriate SMAO credit card holder of what needs to be ordered, and upon receipt of items store the supplies in the appropriate location.
- 10) Arrange on-site and off-site meetings as required in support of the Safety and Mission Assurance Office. This includes gathering necessary documentation and communicating with appropriate NASA offices regulating visitors. This may also include reserving a

conference/meeting room and providing support, such as coordination of refreshments and issuance of office supplies (e.g., pens, pencils, paper) when requested.

- 11) Develop and maintain electronic distribution lists.
- 12) Provide photocopying, facsimile transmissions, copying of transparencies and handouts for presentations, and arrangements for electronic projection at presentations. Copies and transparencies shall be delivered to the requestor's office as requested.
- 13) Process incoming and outgoing office mail including distributing to the appropriate personnel and ensuring mail is picked up daily.
- 14) Provide assistance in property management and inventory, including Government-owned and Outsourcing Desktop Initiative for NASA (ODIN) provided equipment. This may include, but not be limited to the coordination of repair to copier machine or other office equipment.
- 15) Provide administrative assistance in the management of the ODIN activities for the organization.
- 16) Assist the SMAO administrative staff in the preparation for significant audits/inspections and Center safety activities (e.g., VPP Recertification, AS9100, NASA Headquarters Audits, Safety and Health Awareness Week). Preparations include, but not limited to, activities such as document typing, photocopying, preparing notebooks, scheduling meetings, arranging Center tours, and arranging meeting locations.
- 17) Answer organizational telephones and receive/greet visitors, directing all calls and visitors to the appropriate points of contact.
- 18) Request retirement albums and plaques as needed.
- 19) Maintain and/or develop SMAO bulletin boards with routine information (e.g., safety highlights) and information provided by SMAO administrative personnel or management. Also, maintain hardcopies of Center safety documents in a cabinet located in the hallway of building 1232.
- 20) Assist with maintaining calendars (e.g., accept meetings, schedule meetings, and print meeting schedule cards) for the SMAO Director, Deputy Director, and three branch heads. Ensure they are informed of any last minute changes to the calendar they may not be aware of.
- 21) Support Emergency Operations Center (EOC) operations, as needed (e.g., answering telephones and recording EOC personnel activities as they report in).
- 22) Maintain general SMAO files and documents (incoming and outgoing) by posting them on the SMAO Documentation Library, placing them on the SMAO server, and/or filing a hardcopy.
- 23) Provide administrative support (e.g., typing, grammar/format review, and distribution) for the preparation of the SMAO Annual Operating Agreement (AOA).
- 24) Serve as Acting SMAO Lead Secretary during her absence and provide administrative services to the Directorate Office and various Branch personnel by answering telephones, scheduling meetings, receiving/greeting visitors, reading/responding to e-mails, typing correspondence, viewgraphs, forms, and other administrative documents, and other administrative tasks when requested or as needed.

5.4.10 Systems Analysis and Concepts Directorate (SACD) Administrative Support

Provide administrative services to the Systems Analysis and Concepts Directorate (E4) and its supporting branches. Branch offices supported are located in various buildings across the Center

and may require duplicate office equipment for some organizations. The contractor shall develop work request procedures for review and approval by the Government and follow procedures when accepting work. Required functions are defined as follows:

- 1) Maintain electronic calendars for branch management, staff, and when necessary, the Directorate. Provide administrative support for meetings to include arranging conference rooms and ensuring appropriate equipment is available. Photocopy handouts, agendas, and other materials as required.
- 2) Screen visitors and telephone calls for the Branch Head and Assistant Branch Head. Provide information about the branch offices' role and standard operating procedures to visitors and phone callers; direct technical questions and inquiries for information to appropriate staff members.
- 3) Process mail: includes maintaining correspondence log, distributing incoming mail, and processing outgoing mail for daily scheduled pick-up. Maintain both hardcopy and electronic files for the branch, including administrative files as well as technical documentation and reports in accordance with applicable Government standards and procedures. The use of Government provided archival systems for documentation is required. Requested files shall be delivered to requester's office (hardcopy) or desktop computer (electronic) as specified.
- 4) Substitute/stand-in for the SACD Staff Assistant and other SACD admin during absence and provide administrative support to the Directorate Staff including: answering phones, receiving/greeting visitors, reading/responding to email requests, typing correspondence, distribute mail, submitting travel authorizations/expense reports, and other administrative duties as needed.
- 5) Provide administrative support for meetings/conferences/workshops/peer reviews, including scheduling (electronic calendar); WebEx; coordinating logistics; note taking; recording actions; distributing notes/action lists to attendees; preparation and transmittal of invitations; information/data packages; thank you notes to participants; and compilation, copying, and distribution of final proceedings.
- 6) Maintain official files in electronic and hardcopy format: performance plans/appraisals, leave requests, branch correspondence, technical papers, financial documents, etc. in accordance with applicable standards and Agency Directives. Protect files that contain sensitive or proprietary information and ensure that access to these files is by authorized personnel only. When handling electronic PII documents, Entrust software will be used and hardcopy documentation will be protected with a SBU or Privacy Act cover form. Disposal of files will be according to Government-approved procedures. Log outgoing documents in LaRC Correspondence System as appropriate.
- 7) Provide photocopying, facsimile transmission, copying of handouts for presentations, and arrangements for electronic projection at presentations. Copies shall be delivered to the requester's office as requested.
- 8) Use Microsoft Office software to prepare correspondences, PowerPoint Presentations, Excel spreadsheets, and other requested administrative documents adhering to the NPR 1450.10 guidelines (NASA Correspondence Management & Communications Standards & Style) and utilizing LaRC's Correspondence Templates website. Use Desktop eForms to submit requests requiring electronic form submission. Requested documents shall be delivered in hardcopy or electronic format as specified.

- 9) Use the Langley Management System (LMS) to access Langley's Policy Manual, Strategic Plan, Center Procedures, Policy Directives, and organization documents, and adhere to the Langley Procedural Requirements (LPR's) when applicable.
- 10) Attend meetings as necessary regarding branch activities. Support and attend SACD administrative meetings for ASA's, financial analysts, administrative assistants, and secretaries.
- 11) Submit technical publications/presentation records using the on-line Technical Publication Submittal and Approval System (TPSAS) and track approvals to completion. Ensure that employees have prior approval through TPSAS before presenting their papers. In addition, maintain a branch bibliography file on each of the branch member's technical papers if required by management.
- 12) Serve as the branch ODIN POC. Assess current branch needs against new requirements. Place orders for phone and computer needs utilizing the ODIN catalog and Provance systems. Process additions, modifications, relocations, and deletions to seats; monitor monthly ODIN bill for errors; and process ODIN off-site loan agreements.
- 13) Serve as Property Custodian for branch equipment. Use the NASA Property Management (N-PROP) automated system for tracking property inventory. Conduct periodic surveys of equipment and property utilization. Retrieve and complete necessary paperwork for disposal, location changes, user updates, survey reports, and so forth. Participate in audits and reports lost or misplaced equipment in a timely fashion. Also, serve as Branch Move Coordinator.
- 14) Maintain inventory of supplies to include identifying stock that has reached the reorder point, notifying the designated NASA Bank Card Holder of what needs to be ordered; receive and restock supplies.
- 15) Initiate, track, and compile action items for branch level activities. Track and report appropriate dates, status, or disposition of action items to supervisor. Follow up to ensure completion by the established deadlines. Post action items and their due dates to branch management calendars as reminders.
- 16) Ensure the monthly safety walk-thru with supervisor is conducted. Submit monthly safety inspection information in the Supervisor Safety Inspection System (SSIS) before the month's end. If supervisor or other employee conducts the monthly inspections, ensure that reminders are sent and results are captured in the SSIS.
- 17) Proofread and edit weekly Key Activities and submit to the Directorate as requested. Assist employees entering the data into the system as required. Maintain a file on reports submitted.
- 18) Prepare and submit Purchase Requisitions (PR's) in IEMP Core Financial. Provide all supporting documentation and review it for accuracy and completion. Maintain a log of purchases that includes date, PR number, brief description, dollar amount, and requestor's name. Track status of PR's to delivery and make sure costs are within allocated budgets. Work with management and Directorate Program Analysts when funding issues arise. For both PR's and Purchase Card procurements, conduct market research on items requested and provide findings to requestor.
- 19) Prepare and submit both foreign and domestic Travel Authorizations (TA's) and expense reports in FedTraveler. Prepare and print foreign travel packages and obtain both branch and Directorate approval in the allotted timeframe with all supporting documents needed. Must have a working knowledge of the Federal Travel Regulations (FTR) and NASA Federal

Travel Regulation Supplement (NFTRS) and ensure that travelers are not going around the system. Maintain and update Branch budget spreadsheet and ensure that organization stays within its allocated budget. Keep management informed of spending and when funding issues arise. Make requested reservations for branch employees as required.

- 20) Upon approval by branch management, coordinate small building and infrastructure improvement requests (such as painting, extermination, electrical work repairs, installation and maintenance of conference audio/visual equipment), entering such requests into the ROME work request integrator when necessary. Track status of request to completion.
- 21) Assist branch head in reviewing the status of time and attendance records and contact employees who are delinquent in submitting their time in WebTADS. As required, submit changes or corrections as needed.
- 22) Initiate and maintain employee performance plans. Schedule planning, midterm, and final evaluation sessions. Gather employee input and write-ups to assist management in preparation of opening new plans and closing out old ones. Distribute copies of new performance plans and final evaluations to the employees and the branch files and send original to OHCM. Performance plans shall be provided to the Directorate for QSI and Distinguished nominations prior to the performance closeout cycle.
- 23) Coordinate, review, and consolidate a variety of narrative and statistical human resource information. Track status of actions/requests and inform branch management. Provide input to branch management on the proper format and method to use when preparing personnel documents. Provide sample documents as background information. Initiate and manage personnel processing activities, including preparing Position Descriptions (PD) using ePDS, completing NF1722 (Position Designation Record) and NF 1630 (Request for Access to Classified National Security Information), entering awards into NAAS, entering performance ratings into NOPS, and assisting employees with their IDP's. Work closely with branch management and Directorate Administrative Officer to coordinate and complete human resource activities. Maintain rosters, organizational charts, and other personnel documentation.
- 24) Maintain all organizational branch budgets (travel, award, overhead, facilities, and/or programmatic) and monitor their implementation. Establish and maintain spreadsheets to track expenditures. Collect and compile data for annual budget projections and justifications. Communicate effectively with branch management, staff, and SACD program analysts to clarify requirements and to ensure understanding of funding guidelines and expectations for budget line items. Forecast potential problems and advise management and technical staff of issues. Generate reports and other related documents on funding accounts using available electronic reporting systems/tools such as BW, ALDS, and WPS. Provide historical spending data to develop requirements and to formulate budgets as needed. Enter, maintain, retrieve, and manipulate resource data relating to branch and/or programs/ projects. Respond to customer inquiries pertaining to such data.
- 25) Enter workforce data into the current on-line Workforce Integrated Management system (WIMS) and the Programmatic Template (PT). Run and prepare reports as required by management.
- 26) Download resource information into useable spreadsheets and graphs for analysis. Establish spreadsheets and database reports to be used for tracking budget plans, overall performance, variances, and budget trends and changes.

- 27) Prepare factual information required to process contract/grant documentation. Coordinate with technical points of contact to administer funding requisitions. Review contractor performance against planned versus actual spending, and initiate requisitions for additional funding in a timely manner. Track and report status of transactions related to grants, contracts, or similar. Provide summary reports on status of activities as required.
- 28) Arrange for office space, phone and computer equipment for new employees, summer, and temporary personnel. Ensure accommodations are made prior to their arrival and equipment is returned after they depart. Ensure that employees have access to email.
- 29) Coordinate office functions such as retirements, luncheons, and seasonal social gatherings.

5.4.11 Administrative Support for Fabrication Service Activity, Systems Engineering Directorate

Provide administrative services to various branches within the Fabrication Service (FabSA) within the Systems Engineering Directorate, supporting offices located in various locations across the Center. Required functions are defined as follows:

- 1) Track and report on overhead organizational budgets and monitor their implementation. Establish and maintain spreadsheets to track expenditures. Collect and compile data for annual budget projections and justifications. Communicate effectively with branch/section management, Fab and S&E program analysts, engineers, technicians, other technical units to clarify requirements and to ensure understanding of funding guidelines and expectations for budget line items. Forecast potential problems and advise management and technical staff of issues. Assist branch/section management, engineers and/or technicians in finding additional funds to accommodate unexpected and new requirements. As required enter data and/or generate reports using Business Warehouse (BW).
- 2) Track and report on travel and awards organizational budgets. Track commitments of travel authorizations and travel vouchers using Business Warehouse (BW). Track and enter monetary incentive awards using the NASA Automated Awards System (NAAS). Ensure that both travel and award costs are within allocation. Work with branch management and the Directorate Administrative Officers and Program Analysts to resolve funding issues that arise.
- 3) Working closely with Branch Management and S&E and Fab Program Analysts, enter programmatic workforce/FTE requirements using available electronic tools/systems (i.e. WPS, WIMS).
- 4) Apply time and attendance policies and procedures for Civil Service staff; research non-typical T&A issues; generate various time and attendance reports (overtime, use or lose, annual/sick leave, balances, etc); process work schedule changes via electronic system; and interpret exigency/restoration leave criteria working closely with Directorate Administrative Officers to administer guidance.
- 5) Coordinate, review, and consolidate a variety of narrative and statistical human resource information. Track status of actions and requests and inform branch management. Provide advice to immediate supervisors on the proper format and method to use when preparing personnel documents. Provide sample documents as background information. Initiate and coordinate a variety of personnel action activities, e.g. utilizing ePDS to prepare Position Descriptions, NASA Position Designation Records, Testing Designation Position Reviews, and Requests for Access to Classified National Security Information. In addition coordinate

annual performance activities to ensure plans, mid-terms, and appraisals are performed in a timely manner to meet Center deadlines. Work closely with Branch and Section Managers and Directorate Administrative Officers to coordinate and complete a variety of other human resource related actions. Maintain a variety of rosters, org. charts, and other personnel documentation. Enter data and generate reports related to human resource data using the NASA Organizational Profile System (NOPS).

- 6) Prepare factual information required to process contract/grant documentation. Coordinate with technical points of contact to administer funding requisitions. Review contractor performance against planned versus actual spending, and initiate requisitions for additional funding in a timely manner. Track and report status of transactions related to grants, contracts, or similar. Provide summary reports on status of activities as required.
- 7) Perform a wide variety of nonstandard property management support duties. Monitor property inventory using the automated system N-PROP. Conduct periodic surveys of equipment and property utilization. Retrieve and complete necessary documentation for disposal, location changes, user updates and other actions using N-PROP. Participate in audits and report lost or misplaced equipment.
- 8) Serve as ODIN point of contact as required. Analyze current branch assets and needs against new requirements. Process additions, modifications, and deletions to seats via the ODIN on-line ordering system. Place orders for other phone and computer needs, using the ODIN catalog on-line tool.
- 9) Develop and maintain electronic distribution lists and distribute incoming and outgoing Branch, Directorate, Center, and Agency policies, directives, and other documentation using these lists. Distribution will be by email and may also be distributed at staff meetings.
- 10) Maintain suspense files on configuration management and data management action items. For all action items, track and report appropriate dates and status or disposition. Initiate follow-up actions with the intent to ensure completion by established deadlines, and post activities and due dates on the electronic calendars for Branch Heads and Section Heads as required.
- 11) Based on subject matter, attendance at meetings will be on an as required basis. Take notes, record action items, and distribute notes and action items list to all attendees. Photocopy handouts, agendas and other materials as required.
- 12) Submit monthly safety inspection reports for branch management using the on-line Supervisor Safety Inspection System within established deadlines.
- 13) Provide back-up administrative support to Branch and Directorate Office during absences as requested.
- 14) Assist callers and visitors during the absence of FabSA's Lead Secretary. Provide information about the functions and standard operating procedures of branch offices and direct technical questions and inquiries for information to the appropriate staff members.
- 15) Compile required training plan; review and submit training plan to the Directorate. Compose "required and mandatory training" requirements for Individual Development Plans (IDP). Ensure completion of mandatory/required training. Working with Directorate Administrative Officers and OHCM, coordinate on-site training events. Serve as a liaison to communicate employees training needs and ensure timely distribution of training notifications. Working closely with Branch/ Section management and the Technician Co-op Program point of contact, approve training requests via the SATERN system.

- 16) Retrieve files in response to customer requests as requested; either delivered to requestor's office for hardcopies or desktop computer for electronic copies.
- 17) Compile and submit quarterly and/or semi-annual Directorate Organizational Unit Plan performance metrics. In addition to other miscellaneous Directorate metrics.
- 18) Support NASA point of contact in coordinating certain activities for workshops, tours, peer reviews, etc., hosted by the branch. Duties will include: reservation of a venue; preparation and transmittal of invitations; information/data packages and thank you notes to participants; compilation, copying, and distribution of a final proceedings book.

5.4.12 Administrative and Financial Support for Systems Engineering Directorate

Provide administrative and financial services to the Systems Engineering Directorate (SED). SED offices and branches supported are located in various buildings across the Center. Required functions are defined as follows:

General Secretary Level

- 1) Prepare and submit via the FedTraveler System foreign and domestic travel authorizations, reservations, and vouchers in accordance with approved procedures that include the Federal Travel Regulations (FTR) and NASA Federal Travel Regulation Supplement (NFTRS). Prepare foreign travel packages and obtain approval in the allotted timeframe with all supporting documents needed. Maintain a log of travel authorizations and travel vouchers processed that include date and time travel requests were initiated and processed. Establish, maintain, and dispose of files for travel authorizations and travel vouchers (including receipts) in accordance with applicable standards and Government-approved procedures. Coordinate, process, and complete travel requests in conjunction with fellow Travel Specialist(s). Ensure all requests are completed in a timely manner and in the absence of fellow Travel Specialists.
- 2) Obtain necessary information from employee/host for submission of Foreign National Visit requests into the NASA Foreign National Management System (NFMMS). Compile required supporting documentation for submission to the Directorate International Visitor Coordinator (DIVC). Ensure all requests are completed in a timely manner in accordance to Center and Headquarters deadlines. For long term visitors, ensure renewal of updated requests are submitted to the DIVC to ensure badge expiration is extended.
- 3) Process mail including maintaining the LaRC Correspondence Log, distributing incoming mail, and processing outgoing mail for daily scheduled pick-up.
- 4) Maintain inventory of supplies to include identifying stock that has reached the reorder point, notifying the designated NASA Bank Card Holder of what needs to be ordered; receive and restock supplies.
- 5) Develop and maintain electronic distribution lists and distribute incoming and outgoing Center/Directorate policies, directives, and other documentation using these lists as requested.
- 6) Maintain electronic calendar for management and staff. Provide support for meetings/conferences/workshops/peer reviews including coordinating logistics such as conference room scheduling, ensuring appropriate arrangements for electronic projection of presentations. Take notes, record actions, and distribute notes and action lists to attendees. In addition photocopy handouts, agendas, and other materials as required, prepare and transmit invitations, information/data packages, and thank you notes to participants.

- 7) Use Microsoft Office software to prepare correspondence, PowerPoint Presentations, Excel spreadsheets, and other requested administrative documents. Proofread and utilize LaRC's Correspondence Templates website to ensure adherence to the NPR 1450.10 guidelines (NASA Correspondence Management & Communications Standards & Style). Use Desktop e-Forms to submit requests requiring electronic form submission. Requested documents shall be delivered in hardcopy or electronic format as specified.
- 8) Proofread weekly Key Activities and submit to the Directorate as requested. Assist employees entering the data into the system as required. Maintain a file on reports submitted.
- 9) Submit technical publications/presentation records using the on-line Technical Publication Submittal and Approval System (TPSAS) as directed and track approvals to completion. Ensure that employees have prior approval through TPSAS before presenting their papers. Branch bibliographies will be maintained on each of the branch member's technical papers if required by management.
- 10) Maintain official files in electronic and hardcopy format: performance plans/appraisals, leave requests, branch correspondence, technical papers, financial documents, etc. in accordance with applicable standards and Agency Directives. Protect files that contain sensitive or proprietary information and ensure that access to these files is by authorized personnel only. When handling electronic PII documents, Entrust software will be used and hardcopy documentation will be protected with a SBU or Privacy Act cover form. Disposal of files will be according to government-approved procedures. Requested files shall be delivered to requester's office (hardcopy) or desktop computer (electronic) as specified.
- 11) Attend meetings as necessary regarding branch/directorate activities, priorities, deadlines, and other activities as required. Attend SED meetings for secretaries and administrative assistants, as necessary.
- 12) Answer organizational phone line and receive/greet visitors, directing all calls and visitors to the appropriate points of contact. Screen visitors and telephone calls for Directorate management, Branch Head and Assistant Branch Head. Provide information about the offices' role and standard operating procedures to visitors and phone callers; direct technical questions and inquiries for information to appropriate staff members.
- 13) Substitute/stand-in for the Lead Directorate Secretary and other Directorate/Branch secretaries during absence and, as required, provide support to include duties 1-12 above.

Administrative Assistant Level

- 14) Perform duties 1-13 above.
- 15) Must demonstrate a working knowledge of NASA's Langley Management System (LMS) and how to find Langley's Policy Manual, Strategic Plan, Center Procedures, Policy Directives, and organization documents. Must adhere to Langley's Procedural Requirements (LPRs) in duties that have a LPR process.
- 16) Attend meetings as necessary regarding branch/directorate activities, priorities, deadlines, and other activities as required. Attend SED administrative assistant, financial analyst, and secretary meetings as necessary.
- 17) Serve as the branch ODIN POC as required by management. Assess current branch needs against new requirements. Place orders for phone and computer needs utilizing the ODIN catalog and Provance systems. Other duties to include: process additions, modifications,

relocations, and deletions to seats; monitoring monthly ODIN bill for errors; and processing ODIN off-site loan agreements.

- 18) Perform a variety of property management support duties and/or act as a Property Custodian if required by management. Use the NASA Property Management (N-PROP) automated system for tracking property inventory. Conduct periodic surveys of equipment and property utilization. Retrieve and complete necessary paperwork for disposal, location changes, user updates, survey reports, etc. Participate in audits and reports lost or misplaced equipment in a timely fashion.
- 19) Responsible for initiating, tracking, and compiling action items for branch level activities. Track and report appropriate dates, status, or disposition of action items to supervisor. Follow up will be provided to ensure completion by the established deadlines. Action items and their due dates will be posted to branch managements calendars as reminders.
- 20) Participate in the monthly safety walk-thru with supervisors as requested. Submit monthly safety inspection information in the Supervisor Safety Inspection System (SSIS) before the end-of-month deadline if requested by management. If supervisor or other employee does the monthly inspections, ensure that reminders are sent and results are captured in the SSIS.
- 21) Compile and submit quarterly and/or semi-annual Directorate Organizational Unit Plan performance metrics. In addition to other miscellaneous Directorate metrics.
- 22) Prepare and submit Purchase Requisitions (PRs) in IEMP Core Financial. Provide all supporting documentation and review it for accuracy and completion. Maintain a log of purchases that includes date, PR #, brief description, dollar amount, and requestor's name. Track status of PRs to delivery and make sure costs are within allocated budgets. Work with management and Directorate Program Analysts when funding issues arise. For both PRs and Purchase Card procurements, conduct market research on items requested and provide findings to requestor. Monitor and track Branch travel budget to ensure that organization stays within its allocated budget. Keep management informed of spending and when funding issues arise.
- 23) As necessary and upon approval by branch management, coordinate small building and infrastructure improvement requests (such as painting, extermination, electrical work repairs, installation and maintenance of conference audio/visual equipment), entering such requests into the ROME work request integrator when necessary. Track status of request to completion.
- 24) If requested, assist branch head in reviewing the status of time and attendance records and contact employees who are delinquent in submitting their time in WebTADS. As required, submit changes or corrections as needed.
- 25) Initiate and maintain employee performance plans. Schedule planning, midterm, and final evaluation sessions. Gather employee input and write-ups to assist management in preparation of opening new plans and closing out the final plans/appraisals. Copies of new performance plans and final evaluations shall be provided to the employees and one copy kept for the branch files. Ensure original final plans/appraisals are provided to the Directorate Office for submission to OHCM. Performance plans shall be provided to the Directorate for QSI and Distinguished nominations prior to the performance closeout cycle.
- 26) Coordinate, review, and consolidate a variety of narrative and statistical human resource information. Track status of actions/requests and inform branch management. Provide advice to branch management on the proper format and method to use when preparing personnel

documents. Provide sample documents as background information. Initiate and manage a variety of personnel processing activities, i.e.: preparation of Position Descriptions (PD) using ePDS; completing a NF1722 (Position Designation Record) and NF 1630 (Request for Access to Classified National Security Information); enter awards into NAAS; enter performance ratings into NOPS; and assist employees with their IDP's. Work closely with branch management and Directorate Administrative Officers to coordinate and complete a wide variety of human resource activities. Maintain rosters, organizational charts, and other personnel documentation.

- 27) Workforce data will be entered into the current on-line Workforce Integrated Management system (WIMS) and the Programmatic Template (PT). Will run and prepare reports as requested by management.
- 28) Compile and submit quarterly and/or semi-annual Directorate Organizational Unit Plan performance metrics. In addition to other miscellaneous Directorate metrics.
- 29) As necessary and upon approval by branch management, coordinate small building and infrastructure improvement requests (such as painting, extermination, electrical work repairs, installation and maintenance of conference audio/visual equipment), entering such requests into the ROME work request integrator when necessary. Track status of request to completion.
- 30) Prepare and submit Purchase Requisitions (PRs) in IEMP Core Financial. Provide all supporting documentation and review it for accuracy and completion. Maintain a log of purchases that includes date, PR #, brief description, dollar amount, and requestor's name. Track status of PRs to delivery and make sure costs are within allocated budgets. Work with management and Directorate Program Analysts when funding issues arise. For both PRs and Purchase Card procurements, conduct market research on items requested and provide findings to requestor. Monitor and track Branch travel budget to ensure that organization stays within its allocated budget. Keep management informed of spending and when funding issues arise.
- 31) Maintain all organizational branch budgets (travel, award, overhead, facilities, and/or programmatic) and monitor their implementation. Establish and maintain spreadsheets to track expenditures. Collect and compile data for annual budget projections and justifications. Communicate effectively with branch management, staff, and SED administrative officers and program analysts to clarify requirements and to ensure understanding of funding guidelines and expectations for budget line items. Generate reports and other related documents on funding accounts using available electronic reporting systems/tools such as: BW, ALDS, WPS, etc. Provide historical spending data to develop requirements and to formulate budgets as needed. Enter, maintain, and retrieve resource data relating to branch and/or programs/projects. Respond to customer inquiries pertaining to such data.
- 32) Download resource information into useable spreadsheets and graphs for branch head's analysis. Establish spreadsheets and database reports to be used for tracking budget plans, overall performance, variances, and budget trends and changes.
- 33) Prepare factual information required to process contract/grant documentation. Coordinate with technical points of contact to administer funding requisitions. Review contractor performance against planned versus actual spending, and discuss additional funding in a timely manner with branch head. Track and report status of transactions related to grants, contracts, or similar. Provide summary reports on status of activities as required.

- 34) Substitute/stand-in for branch and directorate secretarial, administrative/financial personnel during absence and, as required, provide support to include duties 1-33 above.

Financial Analyst Level

- 35) Perform duties 1-34 above.
- 36) Maintain all organizational branch budgets (travel, award, overhead, facilities, and/or programmatic) and monitor their implementation. Establish and maintain spreadsheets to track expenditures. Collect and compile data for annual budget projections and justifications. Proactively communicate effectively with branch management, staff, and SED administrative officers and program analysts to clarify requirements and to ensure understanding of funding guidelines and expectations for budget line items. Forecast potential problems and advise management and technical staff of issues. Generate reports and other related documents on funding accounts using available electronic reporting systems/tools such as: BW, ALDS, WPS, etc. Provide historical spending data to develop requirements and to formulate budgets as needed. Enter, maintain, retrieve, and manipulate resource data relating to branch and/or programs/projects. Respond to customer inquiries pertaining to such data.
- 37) Download resource information (actual resource data [dollars and FTEs]) into useable spreadsheets and graphs for analysis. Establish spreadsheets and database reports to be used for tracking budget plans, overall performance, variances, and budget trends and changes. Brief analysis to branch monthly, to include FTE, WYE, and financial information. Provide recommendations to branch head in order to achieve SED establish metrics.
- 38) Prepare factual information required to process contract/grant documentation. Coordinate with technical points of contact to administer funding requisitions. Review contractor performance against planned versus actual spending, and initiate requisitions for additional funding in a timely manner. Track and report status of transactions related to grants, contracts, or similar. Provide summary reports on status of activities as required.
- 39) Substitute/stand-in for branch and directorate secretarial, administrative and financial personnel during absence and, as required, provide support to include duties 1-38 above.

5.4.13 Administrative Support for the Office of Security Services

The Contractor shall provide administrative services to the Office of Security Services (OSS) and the Center Export Control Administrator (CECA). Required functions are defines as follows:

- 1) Serve as the OSS Lead Secretary and provide administrative services to the Center Chief of Security (COS), the CECA and the entire OSS by answering telephones, scheduling meetings, receiving/greeting visitors, reading/responding to e-mails, typing correspondence, viewgraphs, forms, and other administrative documents, and other administrative tasks when requested or as needed.
- 2) Prepare domestic and foreign travel for the COS, CECA and OSS employees by initiating travel requests in Fed Traveler, making reservations as required, and assisting with preparation of travel vouchers, as required. Manage COS, CECA and Deputy Chief of Security (DCOS) travel schedules and associated requirements. This may also include assisting employees by providing cost estimates for their anticipated travel and gathering necessary documentation and communicating with appropriate NASA offices regulating travel and travel funding.

- 3) Prepare and publish weekly OSS Key Activities. This includes receiving, compiling and proofreading for grammatical errors before final submittal to the Center Operations Directorate for review and approval. Assist OSS employees entering the data into the system as required. Maintain office file for Key Activities published by the OSS.
- 4) Maintain both hardcopy and electronic files for the OSS, including administrative files as well as technical documentation and reports in accordance with applicable standards and Government-approved procedures. The utilization of Government-provided archival systems for documentation is required. Requested files shall be delivered to the requestor's office (hardcopy) or desktop (electronic) utilizing accepted Government encryption techniques.
- 5) Provide administrative support for meetings, including scheduling (electronic calendar), taking notes recording actions, and distributing notes and actions lists to attendees. Some meetings require formal minutes to be taken, written and distributed.
- 6) Manage (including proofreading for grammar and format) and coordinate the update of OSS Langley Policy Directives, Langley Procedural Requirements, and Center Procedures in accordance with the Langley Management System (LMS). Manage and coordinate the implementation and update of all security-related Langley Forms in accordance with applicable publications. Ensure all documents are updated and submitted to the LMS in a timely manner with all required signatures and approvals.
- 7) Use current software applications (e.g., Microsoft Word, Excel, and PowerPoint) to type various correspondence, agendas, presentations, spreadsheets, charts, forms, minutes, etc. Completed documents shall be delivered in hardcopy or electronic format as specified by the requestor and/or routed accordingly. Log all incoming/outgoing documents in the LaRC Correspondence System as appropriate. Post electronic copies, as required, to the @LaRC page as requested.
- 8) Maintain inventory of supplies by identifying OSS stock items that need to be replenished and notifying the appropriate credit card holder of what needs to be ordered, and upon receipt of items, store the supplies in the appropriate location.
- 9) Arrange on-site and off-site meetings as required in support of the OSS. This includes gathering necessary documentation and communicating with appropriate NASA offices regulating visitors. This may also include reserving a conference/meeting room and providing support, such as coordination of refreshments and issuance of office supplies (e.g., pens, pencils, paper) when requested.
- 10) Develop and maintain electronic distribution lists and distribute incoming and outgoing Center/Directorate/Office policies, directives, and other documentation using these lists.
- 11) Provide photocopying, facsimile transmissions, copying of transparencies and handouts for presentations, and arrangements for electronic projections at presentations. Copies and transparencies shall be delivered to the requestor's office as requested.
- 12) Process incoming and outgoing office mail including distributing to the appropriate personnel and ensuring mail is picked up daily.
- 13) Answer organizational telephones and receive/greet visitors, directing all calls and visitors to the appropriate points of contact within OSS.
- 14) Request retirement albums and plaques as needed.
- 15) Manage and maintain calendars (e.g., accept meetings, schedule meetings, and print meeting schedule cards) for the COS, DCOS, and CECA. Ensure they are informed of any last minute changes to their calendar(s).

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- 16) Maintain general OSS files and documents (incoming and outgoing) either electronically and/or filing a hardcopy.
- 17) Attend meetings as necessary regarding office activities, priorities, deadlines, and other office information.
- 18) Maintain suspense files for the OSS regarding Agency publications and data management action items. For all action items, track and report appropriate dates and status or disposition.
- 19) Maintain official employee files to include performance, development plans, training, and others.
- 20) Substitutes/stands-in for the Center Operations Directorate (COD) Administrative Officer and other COD administrators during absence and provide administrative support to the Directorate Staff including: answering phones, receiving/greeting visitors, reading/responding to e-mail correspondence, typing official communication, distributing office mail, and other administrative duties as needed.
- 21) Serve at the OSS ODIN point of contact. Assess current office automation needs against new requirements and capabilities. Place orders for phone and computer needs utilizing the ODIN catalog. Process additions, modifications, relocations, and deletions of seats.
- 22) Ensure the monthly supervisory safety inspections are conducted. Ensure the safety inspection information is completed in the Supervisor Safety Inspection System before the month's end.
- 23) Initiate and maintain employee performance plans. Schedule planning, midterm, and final evaluation sessions for the COS and DCOS. Gather employee input and write-ups to assist management in preparation of opening new plans and closing old ones. Distribute copies of new performance plans and final evaluations to the employees and the OSS files and send original to the Office of Human Capital Management (OHCM). Performance plans will be provided to the COD for Quality Step Increases (QSI) and Distinguished nominations prior to the performance closeout cycle. Protect files that contain sensitive or proprietary information and ensure that access to these files is by authorized personnel only. Ensure all employee correspondence is properly protected utilizing the NASA Form 1686, NASA Sensitive But Unclassified cover sheet.
- 24) Arrange for office space, phones and computer equipment for new employees and temporary office personnel. Ensure accommodations are made prior to their arrival and equipment is returned after they depart. Ensure all employees have access to e-mail.
- 25) Coordinate office functions such as retirements, luncheons, and seasonal social gatherings.
- 26) Maintain electronic distribution for the LaRC OSS Duty Agent Roster.
- 27) Prepare official debarment notification correspondence and ensures the OSS files are complete.
- 28) Maintain, publish and distribute the LaRC Restricted Access Roster which includes individuals whose access to LaRC has been restricted. When distributing the LaRC Restricted Access Roster electronically, Entrust software will be utilized and hardcopy documentation will be protected with the SBU or Privacy Act cover sheet.
- 29) Hold and maintain the requirements for a Top Secret security clearance. Demonstrate discretion when accessing/handling extremely sensitive personal information.
- 30) Act as the focal point for all OSS formal actions. Track incoming and outgoing actions and ensure deadlines/suspenses are met.
- 31) Provide information about the OSS functions and standard operating procedures to visitors and telephone callers and direct technical questions and inquiries for information to

appropriate staff members. Screen visitors and telephone calls for the COS, CECA, and DCOS.

5.4.14 Administrative Support for Center Operations Directorate (COD)

The Contractor shall provide administrative services to the Directorate office and branches within the COD. Required functions are defined as follows:

General Secretary Level

- 1) Serve as COD Lead Secretary and provide administrative services to the Directorate Office and various Branch personnel by answering telephones, scheduling meetings, receiving/greeting visitors, reading/responding to e-mails, typing correspondence, viewgraphs, forms, and other administrative documents, and other administrative tasks when requested or as needed.
- 2) Prepare domestic and foreign travel for employees/visitors by initiating travel request in Fed Traveler, making reservations as required, and assisting with preparation of travel vouchers, if required. Manage Director, Deputy Director, Deputies, and Branch Heads travel schedules and associated requirements. This may also include assisting employees by providing cost estimates for their anticipated travel and gathering necessary documentation and communicating with appropriate NASA offices regulating travel and/or visitors.
- 3) Prepare and finalize the weekly COD Key Activities. This includes receiving, compiling and checking for grammatical errors before final submittal to the Directorate Office for review and approval. After approval post documents on the designated web sites.
- 4) Provide administrative support for meetings, including scheduling (electronic calendar), taking notes, recording actions, and distributing notes and action lists to attendees. Some meetings require formal minutes to be taken, written, and distributed. Post notes and actions to the CODNET or place on the COD server, whichever is appropriate.
- 5) Manage (including review for grammar and format) and coordinate the update of COD Langley Policy Directives (LAPDs), Langley Procedural Requirements (LPRs), Organizational Procedures (OPs), and Center Procedures (CPs) in accordance with the Langley Management System (LMS)-CP-2701, "LaRC Directives Initiation, Review and Approval." Manage and coordinate the implementation and update of safety-related Langley Forms (LFs) in accordance with LAPD 1420.1, "Forms Management Program." Ensure all documents are updated and submitted to the LMS in a timely manner with all required signatures and approvals.
- 6) Provide support to prepare Purchase Requisitions (PR) in Integrated Enterprise Management Program (IEMP) Core Financial in accordance with approved procedures. Maintain a log of purchases that includes: date, PR number, description, dollar amount, Work Breakdown Structure (WBS) number, and purchaser. Maintain and dispose of files of purchase requests in accordance with Government approved standards and procedures. These files can contain sensitive or proprietary information and contractor shall ensure access to files is by authorized personnel only.
- 7) Use current software applications (e.g., Microsoft Word, Excel, and PowerPoint) to type various correspondence, agendas, presentations, spreadsheets, charts, forms, etc. Completed documents shall be delivered in hardcopy or electronic format as specified by the requestor

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and/or routed accordingly. Log incoming/outgoing documents in the LaRC Correspondence System as appropriate. Post electronic copies, as required, to the CODNET or on the COD server.

- 8) Maintain inventory of supplies by identifying COD stock items that need to be replenished and notifying the appropriate COD credit card holder of what needs to be ordered, and upon receipt of items store the supplies in the appropriate location.
- 9) Arrange on-site and off-site meetings as required in support of the COD. This includes gathering necessary documentation and communicating with appropriate NASA offices regulating visitors. This may also include reserving a conference/meeting room and providing support, such as coordination of refreshments and issuance of office supplies (e.g., pens, pencils, paper) when requested.
- 10) Develop and maintain electronic distribution lists.
- 11) Provide photocopying, facsimile transmissions, copying of transparencies and handouts for presentations, and arrangements for electronic projection at presentations. Copies and transparencies shall be delivered to the requestor's office as requested.
- 12) Process incoming and outgoing office mail including distributing to the appropriate personnel and ensuring mail is picked up daily.
- 13) Answer organizational telephones and receive/greet visitors, directing all calls and visitors to the appropriate points of contact.
- 14) Request retirement albums and plaques as needed.
- 15) Assist with maintaining calendars (e.g., accept meetings, schedule meetings, and print meeting schedule cards) for the COD Director, Deputy Director, Deputies, and Branch Heads. Ensure they are informed of any last minute changes to the calendar they may not be aware of.
- 16) Maintain general COD files and documents (incoming and outgoing) by posting them on the CODNET, placing them on the COD server, and/or filing a hardcopy.
- 17) Attend meetings as necessary regarding office activities, priorities, deadlines, and other office information.
- 18) Maintain suspense files on configuration management and data management action items. For all action items, track and report appropriate dates and status or disposition.
- 19) Maintain official employee files to include performance, training, and others.

Administrative Assistant Level

- 20) Substitute/stand-in for the COD AOs and other COD admin during absence and provide administrative support to the Directorate Staff including: answering phones, receiving/greeting visitors, reading/responding to email requests, typing correspondence, distribute mail, submitting travel authorizations/expense reports, and other administrative duties as needed.
- 21) Serve as the Directorate ODIN POC. Assess current branch needs against new requirements. Place orders for phone and computer needs utilizing the ODIN catalog and Provance systems. Process additions, modifications, relocations, and deletions to seats; monitor monthly ODIN bill for errors; and process ODIN off-site loan agreements.
- 22) Serve as Property Custodian for Directorate equipment. Use the NASA Property Management (N-PROP) automated system for tracking property inventory. Conduct periodic surveys of

equipment and property utilization. Retrieve and complete necessary paperwork for disposal, location changes, user updates, survey reports, and so forth. Participate in audits and reports lost or misplaced equipment in a timely fashion. Also, serve as Directorate Move Coordinator.

- 23) Ensure the monthly safety walk-thru with supervisor is conducted. Submit monthly safety inspection information in the Supervisor Safety Inspection System (SSIS) before the month's end. If supervisor or other employee conducts the monthly inspections, ensure that reminders are sent and results are captured in the SSIS.
- 24) Upon approval by branch management, coordinate small building and infrastructure improvement requests (such as painting, extermination, electrical work repairs, installation and maintenance of conference audio/visual equipment), entering such requests into the ROME work request integrator when necessary. Track status of request to completion.
- 25) Initiate and maintain employee performance plans. Schedule planning, midterm, and final evaluation sessions. Gather employee input and write-ups to assist management in preparation of opening new plans and closing out old ones. Distribute copies of new performance plans and final evaluations to the employees and the branch files and send original to OHCM. Performance plans shall be provided to the Directorate for QSI and Distinguished nominations prior to the performance closeout cycle.
- 26) Arrange for office space, phone and computer equipment for new employees, summer, and temporary personnel. Ensure accommodations are made prior to their arrival and equipment is returned after they depart. Ensure that employees have access to email.
- 27) Coordinate office functions such as retirements, luncheons, and seasonal social gatherings.

5.4.15 Administrative Support for the Strategic Relationships Office (SRO)

The Contractor shall provide administrative and financial services to the Strategic Relationships Office. Required functions are defined as follows:

General Secretary Level

- 1) Prepare and submit via the FedTraveler System foreign and domestic travel authorizations, reservations, and vouchers in accordance with approved procedures that include the Federal Travel Regulations (FTR) and NASA Federal Travel Regulation Supplement (NFTRS). Prepare foreign travel packages and obtain approval in the allotted timeframe with all supporting documents needed. Maintain a log of travel authorizations and travel vouchers processed that include date and time travel requests were initiated and processed. Establish, maintain, and dispose of files for travel authorizations and travel vouchers (including receipts) in accordance with applicable standards and Government-approved procedures. Coordinate, process, and complete travel requests in conjunction with fellow Travel Specialist(s). Ensure all requests are completed in a timely manner and in the absence of fellow Travel Specialists. (Approximate workload: 20%)
- 2) Obtain necessary information from employee/host for submission of Foreign National Visit requests into the NASA Foreign National Management System (NFMMS). Compile required supporting documentation for submission to the Directorate International Visitor Coordinator (DIVC). Ensure all requests are completed in a timely manner in accordance to Center and Headquarters deadlines. For long term visitors, ensure renewal of updated requests are submitted to the DIVC to ensure badge expiration is extended. (Approximate workload: 2%)

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- 3) Process mail including maintaining the LaRC Correspondence Log, distributing incoming mail, and processing outgoing mail for daily scheduled pick-up. (Approximate workload: 5%)
- 4) Maintain inventory of supplies to include identifying stock that has reached the reorder point, notifying the designated NASA Bank Card Holder of what needs to be ordered; receive and restock supplies. (Approximate workload: 3%)
- 5) Develop and maintain electronic distribution lists and distribute incoming and outgoing Center/Directorate policies, directives, and other documentation using these lists as requested. (Approximate workload: 1%)
- 6) Maintain electronic calendar for management and staff. Provide support for meetings/conferences/workshops/peer reviews including coordinating logistics such as conference room scheduling, ensuring appropriate arrangements for electronic projection of presentations. Take notes, record actions, and distribute notes and action lists to attendees. In addition photocopy handouts, agendas, and other materials as required, prepare and transmit invitations, information/data packages, and thank you notes to participants. (Approximate workload: 5%)
- 7) Use Microsoft Office software to prepare correspondence, PowerPoint Presentations, Excel spreadsheets, and other requested administrative documents. Proofread and utilize LaRC's Correspondence Templates website to ensure adherence to the NPR 1450.10 guidelines (NASA Correspondence Management & Communications Standards & Style). Use Desktop e-Forms to submit requests requiring electronic form submission. Requested documents shall be delivered in hardcopy or electronic format as specified. (Approximate workload: 5%)
- 8) Proofread weekly Key Activities and submit to the Directorate as requested. Assist employees entering the data into the system as required. Maintain a file on reports submitted. (Approximate workload: 5%)
- 9) Maintain official files in electronic and hardcopy format: performance plans/appraisals, leave requests, branch correspondence, technical papers, financial documents, etc. in accordance with applicable standards and Agency Directives. Protect files that contain sensitive or proprietary information and ensure that access to these files is by authorized personnel only. When handling electronic PII documents, Entrust software will be used and hardcopy documentation will be protected with a SBU or Privacy Act cover form. Disposal of files will be according to government-approved procedures. Requested files shall be delivered to requester's office (hardcopy) or desktop computer (electronic) as specified. (Approximate workload: 5%)
- 10) Attend meetings as necessary regarding branch/directorate activities, priorities, deadlines, and other activities as required. Attend meetings for secretaries and administrative assistants, as necessary. (Approximate workload: 2%)
- 11) Answer organizational phone line and receive/greet visitors, directing all calls and visitors to the appropriate points of contact. Screen visitors and telephone calls for Directorate management, Branch Head and Assistant Branch Head. Provide information about the offices' role and standard operating procedures to visitors and phone callers; direct technical questions and inquiries for information to appropriate staff members. (Approximate workload: 20%)

- 12) Substitute/stand-in for the Lead Directorate Secretary and other Directorate/Branch secretaries during absence and, as required, provide support to include duties 1-11 above. (Approximate workload: 4%)

Administrative Assistant Level

- 13) Provide photocopying, facsimile transmission, copying of handouts for presentations, and arrangements for electronic projection at presentations. (Approximate workload: 1%)
- 14) Prepare and submit Purchase Requisitions (PRs) in IEMP Core Financial. Provide all supporting documentation and review it for accuracy and completion. Maintain a log of purchases that includes date, PR #, brief description, dollar amount, and requestor's name. Track status of PRs to delivery and make sure costs are within allocated budgets. Work with management and Directorate Program Analysts when funding issues arise. For both PRs and Purchase Card procurements, conduct market research on items requested and provide findings to requestor. Monitor and track Branch travel budget to ensure that organization stays within its allocated budget. Keep management informed of spending and when funding issues arise. (Approximate workload: 20%)
- 15) As necessary and upon approval by branch management, coordinate small building and infrastructure improvement requests (such as painting, extermination, electrical work repairs, installation and maintenance of conference audio/visual equipment), entering such requests into the ROME work request integrator when necessary. Track status of request to completion. (Approximate workload: 1%)
- 16) Serve as the branch Alternate ODIN POC as required by management. Assess current branch needs against new requirements. Place orders for phone and computer needs utilizing the ODIN catalog and Provance systems. Other duties to include: process additions, modifications, relocations, and deletions to seats; and processing ODIN off-site loan agreements. (Approximate workload: 1%)

5.4.16 Administrative Support for Office of Security Services (OSS)

The Contractor shall provide administrative support for the Office of Security Services (OSS) Personnel Security (PERSEC) division. A Secret level classified national security clearance is required. Required functions are defined as follows:

- 1) Maintain OSS PERSEC files in electronic tracking systems and hardcopy PERSEC correspondence, in accordance with applicable standards and Agency Directives. Protect files that contain sensitive information and ensure that access to these files is by authorized personnel only. When handling electronic PII documents, Entrust software will be used and hardcopy documentation will be protected with a SBU or Privacy Act cover form. Retrieve information from files as requested. Completed documents shall be delivered in hardcopy or electronic format as specified to the requestor and routed accordingly.
- 2) Maintain suspense files on PERSEC actions.
- 3) Initiate, track, and compile action items for OSS PERSEC processing activities. Track and report appropriate dates, status, or disposition of action items. Follow up to ensure completion by the established deadlines.
- 4) Attend meetings as necessary regarding OSS PERSEC activities, priorities, and deadlines.

- 5) Initiate and provide system help for e-Qip cases, NF 346 (Notification of Completion of an Investigation under EO 10450 and/or Certificate of Clearance), and NF 397 (Investigative Review Sheet).
- 6) Monitor Workforce Transition Tracking System (WTTS) for workforce status changes twice daily.
- 7) Use LaRC standard Microsoft Office software. Prepare correspondence as needed.
- 8) Process OSS PERSEC mail including filing and processing outgoing mail for daily scheduled pick-up. Maintain both hardcopy and electronic files for OSS PERSEC, including security files. The use of Government-provided archival systems for documentation is required.
- 9) Provide photocopying and facsimile transmissions and deliver to the requestor's office when requested.
- 10) Provide information about the OSS PERSEC functions and standard operating procedures to visitors and telephone callers and direct technical questions and inquiries for information to appropriate staff members. Screen visitors and telephone calls for the OSS PERSEC.

5.4.17 Administrative Support for Office of Security Services (OSS) Badging Office

The Contractor shall provide support for the Office of Security Services (OSS) Badging Office. Support is required daily between the hours of 6:30 a.m. and 3:00 p.m. Required functions are defined as follows:

- 1) Process OSS Badging Office customers that arrive for badges utilizing the Government-provided archival systems for badging. Maintain both hardcopy and electronic files for OSS Badging Cases handled, including database and spreadsheet files.
- 2) From the badging station, take photographs and obtain fingerprints necessary to complete a badging case.
- 3) Maintain OSS Badging case files in electronic tracking systems and hardcopy correspondence, in accordance with applicable standards identified through the badging system. Protect files that contain sensitive information and ensure that access to these files is by authorized personnel only. When handling electronic PII documents, Entrust software will be used and hardcopy documentation will be protected with a SBU or Privacy Act cover form. Retrieve information from files as requested. Completed documents and badges shall be delivered in hardcopy or electronic format as specified to the requestor and routed accordingly.
- 4) Maintain suspense files on OSS Badging case actions.
- 5) Work independently to initiate, track, and compile action items for OSS Badging case processing activities. Track and record appropriate dates, status, or disposition of action items. Follow up to ensure completion by the established deadlines. Refer incomplete badge cases to an OSS civil servant for correction and completion.
- 6) Refer to IDMAX system as necessary for issuing LaRC badges.
- 7) Attend meetings as necessary regarding OSS Badging case activities, priorities, and deadlines.
- 8) Provide photocopying, and facsimile transmission related to badging cases being worked.
- 9) Use LaRC standard Microsoft Office software.

5.5. Human Resources Service Pool

Provide Human Resource technical and support services to the NASA Langley Research Center (LaRC) Office of Human Capital Management (OHCM). Contractor employees will have routine contact with employees, managers, applicants, vendors, and visitors from LaRC, other NASA Centers, and other Government agencies, both in person and in writing. Contractor shall provide these services from 7:30 a.m. to 4:30 p.m. on all working days. Required services will be primarily performed in the Multimedia Education Center (MEC) as referenced in (1) below and include the following:

- 1) Operate the Government-equipped Multimedia Education Center (MEC) in Building 1153, which shall be open continuously from 7:30 a.m. to 4:30 p.m. all working days. Maintain an inventory in the NASA learning management system of all materials in the MEC. Identify needs for new materials based on customer demand, and notify the Government. Monitor use of equipment and state of repair and notify the Government of needed repairs. Assist customers with using equipment and materials. Maintain a checkout system for MEC items loaned to authorized users. Collect data on customer use of MEC and materials. Prepare announcements that advertise services and new materials and distribute announcements after review and approval by the Government.
- 2) Provide administrative and technical HR support work for the Training, Development and Employee Relations Branch (TDERB). The work requirements involve performing various support assignments, e.g., using personal computers to prepare HR documents; extracting, revising, or sorting information from files, records, or databases; and compiling statistical reports. Within these parameters perform the following requirements:
 - a) Prepare documentation for OHCM, Other Personnel Costs (OPCs), and training purchases, including Purchase Requests entered into SAP. Purchases include MWR and Medical contract purchases, Permanent Change of Station (PCS) and Guaranteed Home Sale (GHS) actions, OHCM routine purchases, off-site classroom space, organization development services, training materials, and books. Maintain a log for purchases, including purchases on a Government credit card by Government personnel. Establish, maintain, and dispose of files for purchase requests in accordance with applicable standards and Government-approved procedures.
 - b) Assist as required in the reproduction, assembly, and delivery of materials for OHCM activities such as classes both on and off the Center and training and awards committees. Prepare information packages and coordinate visit requests. Answer routine inquiries concerning basic training information, SATERN processes, and other employee development questions. All the above would be performed on an as needed basis.
 - c) Provide logistical support for training classes being offered on and off Center. On occasion, multiple classes are held concurrently. The location of training facilities will be on Center and within a 75-mile radius of the Center. The Contractor shall deliver support materials to classrooms both on and off the Center. The Government will provide a learning management system for tracking completion of training by LaRC employees, scheduling of classrooms, and identification of required equipment. Open and close classrooms at beginning and end of each class day and deliver and pickup course rosters. Set up in accordance with instructor specifications and assist in operation of audiovisual equipment including overhead projectors, laptops, video projectors, and Smart Boards.
 - d) Prepare information packages for instructors and coordinate visit requests.

- 3) Serve as the OHCM point of contact for the Colloquium Speakers Bureau Program. Based upon information received from the Colloquium Committee, contact the scheduled speaker, either by telephone or e-mail, and compile a list of projected expenses associated with the speech. Information required includes airfare, personal vehicle mileage, lodging, meal allowances, and miscellaneous fees such as airport parking. Compute the final payment to the speaker using a template provided. Monitor status of payment issuance. Work with LaRC Office of Procurement to have payment issued. Deliver payment to speaker on date of event. Maintain a log of speakers and their expenses for budget tracking purposes.
- 4) Conduct and document annual inventory of Government-owned equipment. Prepare loan documentation and NASA Form 1602, NASA Equipment Management System (NEMS) Transaction Document, on each applicable piece of equipment to track loans and any changes in user or location and deliver to the NASA Property Custodian for signature. Coordinate documentation and pickup of excess equipment with the NASA Property Custodian.
- 5) Provide a written monthly performance report to Office of Human Capital Management. Report should identify how much work was accomplished and whether it was within established standards, as well as positive enhancements, efficiencies, improved methods and/or recommended solutions to problems. In the case of work that is not at the minimum acceptable level, contractor should identify proposed corrective actions that have been taken to improve performance to within standards.
- 6) The following tasks shall be performed as time and workload permit: assist the Office of Human Capital Management with general office support, including filing, answering telephones, preparing for awards ceremonies, and helping with special projects. The Government expects that if workload is less than expected or if time permits, the Contractor shall contact the Office of Human Capital Management and offer to assist with the general office support tasks identified above. Conversely, if the need arises, the Office of Human Capital Management may inquire as to the Contractor's availability to perform a specific task.

5.6 Strategic Relationships Office (SRO) Financial and Administrative Support

The LaRC Strategic Relationships Office (SRO) hosts a wide range of activities that sustain and enhance the strategic operation of the Center in alignment with NASA's Strategic Plan. The primary activities under the direct purview of the SRO include advanced planning, strategic management functions, strategic business and partnership development, and innovation and creativity for enhanced competitiveness.

The SRO manages the administrative functions relating to the National Institute of Aerospace (NIA) procurement awards including the Cooperative Agreement, Task Contract, and Space Act Agreement. This process includes a variety of program analyst related activities. In addition, the SRO manages the Center's intellectual property portfolio in close consultation with the LaRC Patent Law Team. This is a complex process, which includes a variety of administrative activities. Also, the SRO uses industry outreach through its website to increase awareness of technology transfer, partnership development, and Small Business Innovation Research/Small Business Technology Transfer (SBIR/STTR). Managing the website requires editing and graphics skills to maintain up-to-date information.

5.6.1 SRO Financial and Administrative Support for NIA

Provide broad array of management, logistics, and operational support to SRO for the execution of strategic relations with the NIA. This includes supporting the SRO COTR, Deputy Director for Strategic Planning and Office of Procurement in the execution of procurement efforts under LaRC's award instrument with the NIA. The current award instruments, which may change, include a contract, a Cooperative Agreement and a Space Act Agreement.

Oversight and Administration

The contractor shall support operational execution of NIA research, education, commercial and outreach efforts. Activities to support this task include, but are not limited to, the following:

- 1) Provide support for the NIA Cooperative Agreement Activities Process
 - a) Receive NIA APP (Annual Performance Plan) or APP Quarterly Update (e-mail)
 - b) Forward Proposal(s) to Sponsors for Evaluation including Purchase Requisition (PR) Guidance
 - c) Receive Sponsor(s) Evaluation
 - d) Forward Sponsor(s) and COTR Evaluations to Agreements Officer(s) (AOs)
 - e) Receive Purchase Request E-mail
 - f) Receive Awarded Supplement
- 2) Provide support for the NIA IDIQ Contract Tasks Process
 - a) Receive Awarded Task
 - b) Forward NASA Form 533 to TMs
 - c) Track Deliverables
 - d) Close Task
 - e) The contractor shall support the Government's NIA Tracking System Database to include providing system access to new users.
- 3) The contractor shall support administrative communication efforts including changes to the NASA and NIA Partnership web site, posting to @LaRC and dissemination of information to the LaRC community..
- 4) The contractor shall prepare routine correspondence. Provide COTR with the monthly status sheet of the Government's actions associated with Cooperative Agreement and Task Contract in the form of the Government's NIA Database.
- 5) The contractor shall prepare and submit to Government approver Purchase Requests associated with SRO sponsored activities under the Cooperative Agreement and Task Contract.

Financial Management Operations

The Contractor shall provide financial management support and support oversight management of operation, documentation, and management of NIA documents. Activities to support this task include the following:

- 1) Coordinate and compile the funding data for the NIA Annual Performance Plan with Center Directorate's resource analysts, Office of Procurement (OP), and Office of Chief Financial Officer (OCFO).
- 2) Perform analysis on cost data received from the NIA; works with the LaRC OCFO to ensure costs posted in financial system are consistent with data received from NIA.
- 3) Coordinate and prepare financial data and analysis reports for presentations and actions.
- 4) Coordinate the generation of purchase requests with Technical Monitors, Budget Analysts, and Purchase Requesters. Provide guidance electronically and telephonically, and present guidance at such forums as the Funds User Network meeting
- 5) Analyze/monitor and request appropriate approvals and funding relating to NIA analysis of the ongoing activities and tasks, NASA LaRC database to track NIA activities and tasks, and NF 533's (coordinate variances with OP, OCFO, and NIA; coordinate overruns with NIA and TMs).

Meeting Coordination

The Contractor shall plan, manage, and execute logistics for and support all meetings related to the funding of and strategic relationship between the NIA and NASA LaRC. Contractor shall provide electronic copies of the minutes from these meetings to the COTR.

All documents will be electronically captured in an electronic document management system and submitted utilizing MS Office products unless otherwise agreed upon. All paper documents will be filed in provided file cabinets. Provide a weekly status of the NIA meetings to be held each week. Provide a weekly status of action items due.

5.6.2 SRO Administrative Support for Intellectual Property Management

The Contractor shall provide administrative support for the Intellectual Assessment Panel (IAP), technology marketing efforts, and the monitoring and maintenance of current licenses. On a weekly basis discuss status with Technical Monitor. Each month (within 5 business days of end) provide monthly activity report to the Technical Monitor. All document deliverables will be electronically captured in an electronic document management system and submitted utilizing MS Office products unless otherwise agreed upon with the Technical Monitor.

Facilitate Monthly Intellectual Assessment Panel (IAP) Meetings

The Contractor shall coordinate and facilitate the IAP monthly meetings. Activities shall include the following:

- 1) Track the input of new technology disclosures entered into the IAP review digital folder by the LaRC Patent Law Team.
- 2) Track and review Category H (on-hold) technologies for inclusion in the monthly review process (includes tracking a listing of the technologies, periodically monitoring their process through communication with the inventor(s), and coordinating review with the inventor and the Langley Technology Marketing Specialist).
- 3) Facilitate the review process during the IAP meeting and document all panel actions.

- 4) Document outcomes for the IAP meetings (up to 12 reports per year).

Support Technology Marketing Efforts

The Contractor shall provide administrative support for the SRO technology marketing activities. Support shall include the following:

- 1) Contact (by phone or email) identified potential licensees, make initial introductions, and characterize the level of interest.
- 2) Utilize a list of identified potential licensing targets around a LaRC patented technology to determine the proper licensing contact.
- 3) Coordinate meetings (e.g., visits, telecons, ViTS, etc.) with potential licensees and the LaRC Technology Marketing Specialist. Meetings could also involve coordination with the Patent Law Team, inventor(s), LaRC Licensing Specialist, and others.
- 4) For non-patented technologies, send out a LaRC Nondisclosure Agreement (NDA) and acquire required signatures before coordinating meetings.
- 5) Track and maintain a record of distributed and signed NDAs in NTTS or like system
- 6) Distribute data sheets and other approved information concerning the technology to prospective licensees.
- 7) Maintain database of contacts by technology with documented outcomes in NASA TecTracS (NTTS) or like system.
- 8) Maintain traceable record of coordinated meetings and events in NTTS or like system.

Monitor and Maintain Current Langley Licenses

The Contractor shall assist the LaRC Licensing Specialist in monitoring current licensees and performing follow up actions in support of licensing activities. Support shall include the following:

- 1) Track delinquencies in payments and reporting.
- 2) For delinquent licensees, compose and send letters and/or directly contact via telephone or email in an attempt to correct the delinquency.
- 3) Maintain a traceable trail of documentation in all dealings in support of future termination actions.
- 4) Track milestone progress of current licensees.
- 5) Review annual reports from licensees to determine success stories. Up to five (5) success story topics may be identified from current licensees per year.
- 6) Schedule occasional visits by the LaRC Licensing Specialist with the licensees to monitor progress and determine partner status.
- 7) Document all license monitoring and follow up; post all documentation electronically into NASA TechTracS (NTTS) or like system.
- 8) Maintain database of further opportunities based on current licenses and current licensee customer relation activities in NTTS or like system.
- 9) Maintain licensee files with updated and relevant information.

5.6.3 SRO Invention Awards Liaison Officer

Background

The LaRC SRO manages the Center's activities in three technology related award areas: NASA Space Act Awards program, the LaRC Whitcomb and Holloway Technology Transfer Award, and external Technology related award activities. These are complex processes, which includes a variety of strategic and administrative activities and require a basic understanding of technologies across all fields of work at Langley Research Center.

Langley has consistently been among the leaders in the agency for the number and value of invention awards received annually (typically 1st among the Government-operated centers, i.e., excluding the Jet Propulsion Lab). The 3-year average for LaRC exceeds \$200,000 per year (\$296,500 in 2005, \$248,300 in 2006, and \$221,800 in 2007). The expectation is that the trend will continue under this task.

The SRO operates as a customer service organization and expects that all internal and external interactions be conducted in a professional and courteous manner with the primary objective of meeting or exceeding the expectations of the customer. The activities under this task should be accomplished in a manner consistent with this objective.

Requirements

The primary goals of this task are to provide coordination and administrative support for LaRC's Space Act Awards program, the Whitcomb and Holloway Technology Transfer Award, and external technology related award activities. A secondary goal is to contribute to SRO's efforts to foster and support invention, innovation, and partnerships by exploiting synergy between the information obtained and relationships established in accomplishing the primary goals and other SRO activities. On a weekly basis discuss status with Technical Monitor. Each month (within 5 business days of end) provide monthly activity report to the Technical Monitor. All document deliverables will be electronically captured in an electronic document management system and submitted utilizing MS Office products unless otherwise agreed upon with the Technical Monitor.

5.6.3.1 Space Act Awards Program

The Contractor shall perform the duties of the Langley Awards Liaison Officer, with the primary responsibility of facilitating the recognition of LaRC inventors by the NASA Inventions and Contributions Board (ICB). The duties and activities associated with this activity include the following:

- 1) Identify and/or foster awardable activities. Identification activities shall include the following:
 - a) Establish automated or other notifications that awardable activities have occurred. Space Act Awardable activities are: NASA or NASA funded non-provisional Patent application filing, external or internal initial non-developmental Software Release, and Tech Brief article approval for publication.
 - b) Advertise center-wide for participation in the Space Act Awards program.
 - c) Assist inventors with applications for Inventions and Contributions Board (ICB) awards.

- d) Submit source material to TechBriefs Magazine for Tech Brief Article creation and coordinate the draft approval cycle.
- 2) Record inventors personal information, technology aerospace ties, Tech Brief article approval, and other information in TechTracs (NASA'S invention knowledge management tool) as required for award approval.
- 3) Submit other documentation to NASA Headquarters as required for award application.
- 4) Coordinate the submission selection of Center nominations for Invention of the Year and Software of the Year by sourcing nominations, establishing advisory panels to down-select nominations, and submission of the nominations.
- 5) Report on award progress to SRO management
- 6) Conduct outreach activities for award program such as branch briefings and Center briefings.
- 7) Print and distribute certificates for awardees records.
- 8) Plan and conduct yearly award ceremonies to recognize contributions and accomplishments of inventors.
- 9) Prepare additional certificates for presentation at Award Ceremonies including framing and presentation for Inventor of the Year and Software of the Year awards.
- 10) Attend agency Awards Liaison Officer meetings offsite. Overnight travel will occasionally be required.
- 11) Coordinate any Agency Level ICB activities at LaRC as requested by HQ ICB staff.
- 12) Coordinate with Center ICB representatives and panel members as needed to coordinate activities and respond to inquiries facilitate their participation in ICB activities or respond to any inquiries they may have related to awards submitted.
- 13) Resolve award payment issues as they arise by working with the inventors, the ICB Staff, LaRC Human Resources, NASA Shared Services, Marshall Space Flight Center payroll specialists, Department of the Interior, and the US Treasury.
- 14) Occasional travel may be required to attend agency ICB meetings and activities.

5.6.3.2 Whitcomb and Holloway Technology Transfer Award Program

The Contractor shall administer the Whitcomb and Holloway Technology Transfer Award:

- 1) Send out call letter memo to Directorates before event.
- 2) Run articles on @LaRC to advertise the competition.
- 3) Identify panel members and send them the nominations and score sheets.
- 4) Screen nominations to ensure eligibility.
- 5) Compile scores and communicate results to panel.
- 6) If needed conduct a meeting to confirm selection.
- 7) Create memo for Center Director to sign.
- 8) Advertise winners and send their names and personal information to the Office of Human Capital Management (OHCM).
- 9) Ensure plaque is updated and awardees are recognized in Center Awards Ceremony hosted by the OHCM.

5.6.3.3 External Technology Awards

The Contractor shall coordinate the nominations of LaRC technologies for external awards such as the following:

- 1) R&D 100 Awards
- 2) Space Technology Hall of Fame
- 3) Federal Laboratory Consortium Awards

5.6.3.4 Innovation Assessment Panel

The Contractor shall participate in the Innovation Assessment Panel with responsibility to support the invention awards process and contribute to the Innovative Partnerships Program (IPP) where possible. The duties and activities associated with this activity include the following:

- 1) Identify opportunities for awards as described in section 5.6.3.1.
- 2) Identify opportunities for success stories or other in-reach and out-reach information to communicate the value and significance of Langley inventions, innovations, and technology partnerships and contributions that have resulted from activities sponsored or supported by IPP.

Performance will be determined in large part by the value of the invention awards received. About half of the total award amount is attributable to the direct actions of the Awards Liaison Officer (ALO) including board action awards and tech brief awards. The remaining award amount is influenced by the ALO through the number of events/opportunities reported including patent application awards and software release awards. It is expected that the value of awards for FY2008 will exceed \$220,000.

Performance will be assessed by the timeliness of the submission of all applications, nominations, and other materials required by the various award processes. It is expected that all deadlines will be met and that the information provided will be accurate and complete.

Performance will be assessed by customer responsiveness and quality. It is expected that all interactions will be conducted in a professional manner with particular emphasis on meeting the expectations of the customer.

5.7 Exploration Technology Development Program Office (ETDPO) Public Affairs, Outreach, and Education

The Contractor shall provide program-level management and support of public affairs, outreach, and education (PAO&E) to the NASA Exploration Technology Development Program Office (ETDPO). ETDPO is an agency-level program that manages NASA's Exploration Systems Mission Directorate's (ESMD) technology development. The program office is located at Langley Research Center with more than 20 projects distributed across 8 NASA centers. These requirements provide a single point entry and exit for all ETDPO PAO&E actions.

The Contractor's shall provide PAO&E support to the NASA ETDPO as follows:

- 1) The Contractor shall lead the effort, while coordinating with ETDP point of contact (POC), of developing a PAO&E Plan for ETDPO. This plan shall include all aspects of developing, collecting, managing, documenting, and distributing information and data associated with public affairs, outreach, education, and communications for ETDP. This plan shall comply with all applicable NASA directives and instructions.
- 2) The Contractor shall lead the continuous collecting and inventorying of the PAO&E efforts of all ETDP projects. The Contractor shall advise ETDP projects on PAO&E efforts to offer efficiency and consistency in approach.
- 3) The contractor shall act as PAO&E Lead for all related activities and efforts. This includes coordination with civil servants and other contractors as part of a comprehensive approach to public affairs, outreach, and education from ETDP activities. This effort shall include coordinating, collecting, preparing, and presenting these activities to ETDPO and to other entities as an ETDPO representative. The Contractor shall manage, coordinate, and facilitate: video productions of annual analog field tests that are held each year to demonstrate ETDP prototypes and technologies; scripted video productions for online viewing; and local/national media broadcasting that feature ETDP milestones/technology developments. The Contractor shall act as the ETDP liaison on all related matters.
- 4) Media Relations and Community Communications:
 - a) Media Relations: The Contractor shall coordinate the development, preparation, and presentation of informational materials to support and represent work within ETDP. Prior to release, the Contractor shall coordinate all media materials approvals. Specific requirements shall include the production of written materials that present technical topics to non-technical, general-interest audiences in accordance with format and content rules as established by the Associated Press Style manual. Written materials for both electronic and print venues shall take a variety of formats including:
 - i) News stories
 - ii) Feature articles
 - iii) Fact sheets
 - iv) Brochures
 - v) Photo captions
 - vi) Video scripts
 - vii) Audio scripts
 - viii) Exhibit scripts
 - ix) Tour scripts
 - b) Public Outreach/Exhibits Program: The Contractor shall coordinate exhibit participation for the program. This shall include: creating and developing multi-media products for display at conferences, workshops, museums, and school group presentations and wall art for high-traffic areas in buildings at Centers around the Agency. The Contractor shall assist and advise ETDP projects with outreach/exhibit planning, preparation, acquisition, and deployment.
 - i) **Field Tests** – document for story/film production of NASA analog field tests that are held each year to demonstrate ETDP prototypes and technologies for moon-worthy equipment rovers, vehicles, and spacesuits.

- ii) **Scripting for Video/Web** – coordinate the production of scripted video productions for online viewing and local/national media broadcasting that feature ETDP milestones/technology developments, in an entertaining, fun and educational way to gain general public buy-in to NASA through ETDP’s portfolio of projects.
- iii) **Multimedia Assistance** – coordinate the creation and development of new multi-media products for display on the Internet, at conferences, workshops, museums, and school group presentations, and as wall art for high-traffic areas in buildings at Centers around the agency.
 - (1) Produce “out-of-the-box” multi-media products and video programs that reach the broader audience – youth to 18-45 year old adults – using popular social media outlets. The video programs should be geared to an 8th grade level of understanding – shown as ETDP project highlights during the given quarter – (i.e. episodic show segments for a video newsletter) - branded to pull out the best of ETDP/ESMD projects, focused on “what’s happening in the world of ETDP.” Post on NASA YouTube Channels and ETDP homepage.
 - (2) Market ETDP outreach materials and interactive flash/multi-media products via Face book, Twitter, Flickr, UStream and NASA blogs.

5.8 Information Technology Contract Administration

5.8.1 Contract Administration

The Contractor shall perform administrative services in support of contract administration, and monitoring of the information technology (IT) contracts at Langley Research Center. Services shall be performed in accordance with the terms and conditions of the contracts. Proficiency with Microsoft Excel and Word are required. The following services are required:

- 1) Copy and distribute invoices after validation by the COTR or designee.
- 2) Interface with the Langley user community to help ensure IT services are effective and efficient.
 - a) Solicit and track feedback from points of contact (POCs) from Langley organizations on IT services. Verify feedback from POCs using available information from Government and Contractor systems and provide report of POC issues to the Government.
 - b) Track status of issue resolution plans and actions and report status information to COTR/designee to facilitate issue resolutions.
 - c) Provide assistance to POCs to help them understand the IT contracts and know how to obtain various services.
 - d) Attend POC meetings and other ad hoc meetings as necessary to assist with issue resolution.
- 3) Compile contract data for annual Information Technology Service Activity (ITSA) data call. Summarize detailed cost and seat data from the IT Contractor and separate Center-wide data according to individual organizations.
- 4) Track and report metrics and costs for retainage pools and for commercial and Government-provided (NISN) telephone services.

- 5) Process requests/orders for service that Langley organization POCs initiate via the appropriate ordering system.
 - a) Review orders for compliance with Government policies.
 - b) Obtain appropriate funding approval from organizations' higher level POCs for orders that increase the organizations' overall contract costs, and provide status of obtaining the higher-level approval to initiating POCs. The process for obtaining funding approval involves emailing and following up with appropriate POCs.
 - c) Approve orders so that they are routed to the IT Contractor for implementation.
 - d) Coordinate with the Government for continuous improvement of these processes.
- 6) Initiate funding Purchase Requests (PR) for IT services
 - a) Gather funding information from organizations and initiate PR to fund the IT contracts.
 - b) Compile usage and cost data by organization and track against organization funding.
 - c) Provide status report and facilitate obtaining additional organization funding to cover contract costs.
- 7) Distribute QWEST calling cards to Langley Civil Service Employees upon receipt of properly filled-out Langley Form 249. Send policy statement covering the use of the card and receipt form by which Langley user acknowledges receipt of calling card. Maintain a record of the user's request, receipt, and calling card number + PIN for record-keeping purposes. Inform Marshall Space Flight Center (by email or phone call) of lost cards and cards returned due to employee leaving the Center; maintain a record of Marshall's deactivation notice with user's records. Check provided list of retiring employees so that calling cards can be deactivated, and inform Marshall to deactivate calling card account. Order new calling cards from Marshall when necessary; unused calling cards are to be locked up in file cabinet. Templates of the form letters and the files of current Langley calling card holders are provided by the Government.

5.8.2 Reserved

5.9 Support Services for NASA Langley Education Programs

The NASA Langley Office of Education (OEd) functions under the auspices of the Director, Office of Strategic Communications and Education. OEd serves as the Center's primary focal point to students, teachers, and faculty in the educational community, including precollege (K-12) for formal and informal programs, and for research opportunities within institutions of higher education. Historically, the support requirements for OEd have provided the necessary skills needed to meet the education requirements for the pre-college, higher education, distance learning, and informal education (Boy/Girl Scouts, YMCA, etc.).

These requirements are to obtain personnel with critical skills, equipment, travel, materials, supervision, and other items and services needed to perform the education support requirements for the Office of Education at Langley Research Center. They also provide for products and services to Langley Office of Education primarily in the areas of science, technology, engineering mathematics, (STEM) and related disciplines.

The Government objectives are to obtain an innovative program that provides unique and critical staffing skills that will enable Langley to meet its near-term and long-term education program requirements.

5.9.1. Reserved

5.9.2. Higher Education Support

As the United States enters the second century of flight, the Nation must maintain its commitment to excellence in (K-20) science, technology, engineering and mathematics (STEM) education to ensure that the next generation is prepared to accept the full measure of their roles and responsibilities in shaping the future. In support of this mission, NASA continues its long tradition of investing in higher education by developing and managing programs that inspire, excite, encourage, nurture, and otherwise prepare tomorrow's engineers and scientists. These programs have the following goals:

- Strengthening NASA and the Nation's future workforce.
- Attracting and retaining students in science, technology, engineering and mathematics.
- Engaging students, educators, and faculty in NASA's mission.

NASA offers the following higher education programs. Authority to manage and otherwise operate these programs is delegated to the NASA field centers.

- 1) ACCESS (Achieving Competence in Computing, Engineering, and Space Science) is a summer internship program for students with disabilities. This program is sponsored by the American Association for the Advancement of Science (AAAS) and NASA.
- 2) MUST (Motivating Undergraduates in Science and Technology) awards scholarships and internships to undergraduates pursuing degrees in science, technology, engineering and mathematics (STEM) disciplines. The MUST Project is open to all students and is particularly focused on engaging students from underserved and underrepresented groups to enter STEM fields.
- 3) The NASA Aero Scholars program awards scholarships to undergraduate and graduate students pursuing degrees in aeronautical research and related programs that advance the nation's aeronautics enterprise. The program is sponsored by NASA's Aeronautics Research Directorate (ARMD).
- 4) USRP (Undergraduate Student Research Program) is a year round internship that offers undergraduates across the United States a paid, mentored experience at NASA Centers and research support facilities. The NASA USRP is the Agency's largest nationwide internship program.
- 5) GSRP (Graduate Student Researchers Program) is a year round fellowship program for graduate study leading to masters or doctoral degrees in the fields of science, mathematics, engineering and education. The GSRP award must be related to NASA research and development. Students are encouraged to participate in a 10-week NASA Center-based research experience at the Center extending the GSRP Fellowship.
- 6) NPP (NASA Postdoctoral Program) offers unique research opportunities to highly talented national and international individuals with a Ph.D. to engage in ongoing NASA research projects at a NASA Center, NASA Headquarters, or at a NASA-affiliated research institute. These 1-3 year Fellowship appointments are competitive and are designed to advance

NASA's missions in space science, earth science, aeronautics, space operations, exploration systems, and astrobiology.

The contractor shall support the overall operation of the above named programs according to the following requirements:

- 1) Solicit, receive, process, and maintain as required by the LMS system applications for these programs.
- 2) Develop and implement recruitment materials and activities (i.e., plan recruiting trips) required to maintain and grow these programs.
- 3) Brief the NASA Langley research community on the content and efficacy of these programs.
- 4) Confirm acceptances of program participants; notify mentors; input participant data into the NASA OEPM database; and undertakes student and mentor surveys to determine the overall quality and utility of these programs.

5.9.3 Reserved

5.9.4 Reserved

5.9.5 Senior Science, Technology, Engineering and Math (STEM) Education Advisory Support

Provide Senior STEM Education Advisory Support for the Agency-wide Aerospace Education Services Project (AESP) Program Office located at NASA LaRC. AESP is a comprehensive project designed to reach out to the formal and informal education communities in all fifty states and the U.S. territories. Aerospace Education Specialists provide professional development to educators using NASA mission content to enhance knowledge of STEM subjects and inspire students to pursue STEM careers. AESP motivates students, supports STEM teachers, and encourages students into the workforce pipeline through their student projects, classroom visits, and inquiry-based activities.

The Contractor shall recommend actions to the AESP Program Manager on all STEM education related activities within the AESP Program to include:

- 1) Assist in planning and guiding the evolution and alignment of AESP services, and outreach to meet NASA's education objectives and maximize AESP's value to the education community.
- 2) Provide guidance on planning, development, and implementation of multidisciplinary curricula for a broad range of educational programs including k-12, informal, and higher education.
- 3) Provide guidance on assessments of program or course curriculum, content, and instructional materials to coordinate the development of products in support of local, state and national educational standards.
- 4) Provide guidance in developing AESP strategies and tactics to better integrate and coordinate AESP services with state and local education agencies.
- 5) Investigate potential partnerships and funding opportunities for the AESP Program.

- 6) Provide input on the AESP Annual Workplan.
- 7) Advocate AESP services to potential new communities to increase the overall awareness of AESP.
- 8) Participate in AESP meetings with AESP PSU Principal Investigator and AESP staff.
- 9) Periodic travel (3 West Coast trips and 3 East Coast trips) is required to NASA Headquarters, PSU, NASA field centers, and/or other state, regional, and national STEM related conferences to participate in meetings and/or present updates/briefings as needed

5.9.6 Aerospace Education Services Project (AESP) Assistant Manager for Program Implementation

Work in concert with the Agency AESP Manager in support of the project's goals and objectives. Requirements include:

- 1) Maintain an active interface with Penn State University AESP Business Manager and staff
- 2) Manage Office of Education Performance Measurement (OEPM) Evaluations for AESP:
 - a) Manage data collection instruments
 - b) Generate and schedule reports
 - c) Oversee external user access
 - d) Build reports for project evaluations and future projections.
- 3) Coordinate the Workshops Helping Educators Explore and Leverage STEM (WHEELS) program
- 4) Assist with the coordination and dissemination of monthly reports and presentations.
- 5) Develop and maintain alliances and partnerships, including the marketing aspects of the project
- 6) Serve as a business point of contact for external interfaces (e.g. PSU AESP Program Office)
- 7) Support AESP project content development and career development activities including team management meetings and annual project meetings.
- 8) Travel is required to NASA field centers, conferences, and/or other meetings as needed.

5.9.7 Global Climate Change Education (GCCE) Project Graphics, Communication and Web Site Content Management Support

Purpose, Objective, and Background

The National Aeronautics and Space Administration (NASA) Office of Education, in cooperation with NASA's Science Mission Directorate, has instituted a Global Climate Change Education project to improve the quality of Earth system science and global climate change education in K-12 and undergraduate courses. The goals of the GCCE project are to use NASA's unique contributions to climate and Earth system science to:

- 1) Improve the teaching and learning about global climate change in elementary and secondary schools and on college campuses
- 2) Increase the number of students, particularly high school and undergraduate students, using NASA Earth observation data/NASA Earth system models to investigate and analyze global climate change issues

- 3) Increase the number of undergraduate students prepared for employment and/or to enter graduate school in technical fields relevant to global climate change
- 4) Increase access to high quality global climate change education among students from groups historically underrepresented in science.

NASA LaRC is the agency lead center for the GCCE project and has responsibility to oversee all aspects of project implementation, management, and administration. The purpose of this task is to graphics and web site development support to NASA LaRC as the agency lead for the GCCE project.

The GCCE program is expected to award approximately 24 education grants a year to K-12, university and other science educators. LaRC has responsibility to oversee the technical progress of grants and ensure that the work is well integrated with other Earth science education efforts within the Science Mission Directorate (SMD). This includes facilitating communication among the GCCE grantees and other Earth science education principals and awardees, and fostering new relationships that extend the network of global climate change educators and researchers. In addition, LaRC has responsibility to collect the NASA program measurements for education and provide summation reports and feedback to the NASA HQ Office of Education. This task will develop and manage content for web site(s) for the GCCE project that will facilitate communication among the GCCE awardees and the national network in Earth System science and climate education. The web site will be used to help integrate the work of this project with other similar education efforts and the latest Earth System science research efforts.

Requirements

The contractor shall:

- 1) Design and manage content for interactive web site(s) to facilitate communication among GCCE and other SMD Principals and Awardees.
- 2) Work with the GCCE project management team and the project integration and communication support specialist to develop the graphics requirements for a visually engaging and easy-to-use GCCE interactive web site(s) with on line communication capability.
- 3) Design and manage content for web site(s) for GCCE that graphically depict and communicate the GCCE project and goals, describe the GCCE work awarded and points of contact, other relevant work and contact information on the principals conducting the work, and facilitate on line discussions, data sharing, and multi-media presentations including visualizations of simulations.
- 4) Provide multimedia support to the Global Climate Change Education Project for the visual communication of technical and scientific information combining media and technology to include graphic, animation, and video elements for the purpose of educational and informational multimedia productions for the general public and school children. Provide links to NASA and non-NASA web sites as appropriate and periodically update these and the GCCE web site to take advantage of new technology that will facilitate communication and increase interest and participation.
- 5) Create GCCE graphics for use with other social networking sites to be identified by the GCCE project management team members. The contractor must be experienced with applications

such as Adobe Illustrator, and Photoshop, Adobe Flash, Adobe DreamWeaver and other image editing and web creation tools. The contractor shall have experience with coding HTML websites including the use of CSS for design. Products shall comply with applicable Agency graphics standards. Experience with both Macintosh and PC computers are necessary.

5.10 Program Analysis

Provide program analysis services to programs/projects throughout Langley Research Center. Program/project offices are located in various buildings across the Center. The required financial support services do not include responsibility for controlling public funds, determining budget policy, guidance or strategy. Instead, these requirements are to provide analysis, tracking, reporting and related assistance to assist government personnel who remain responsible for controlling public funds and executing budgets. Required functions are defined as follows:

5.10.1 Reserved

5.10.2 Aeronautics Research Directorate (ARD) Support

5.10.2.1 ARD Support at LaRC

The Contractor shall:

- 1) Provide program analysis services to the LaRC ARD. The Contractor shall establish and meet deadlines based on Government priority and established work request procedures when accepting work. During year of execution activities urgent requirements may necessitate immediate action. Use of standard business software applications such as Word, Excel, and PowerPoint as well as NASA-unique applications such as the Integrated Enterprise Management Program (IEMP) (especially Core Financial module), Business Warehouse (BW), and Workforce Integrated Management System (WIMS) is required. In addition, must also use Langley unique systems such the Programmatic Template (PT) and Integrated Resource Information System (IRIS). The Contractor shall retrieve, analyze, and maintain workforce data relating to Aeronautics funding and shall also respond to customer inquiries pertaining to such data. This would include reconciling plans versus actuals and resolving differences/issues.
- 2) Communicate effectively with management and technical specialists at Langley, other Centers, and NASA HQ.
- 3) Maintain knowledge and understanding of current LaRC business policies and practices. Recommend changes and/or improvements needed to better accomplish the requirements of this task.

5.10.2.2 Program Analyst Support for ARMD

- 1) The Contractor shall provide program analysis, financial management, and administrative support services for programs/projects within the Aeronautics Research Directorate (ARD) at NASA Langley Research Center (LaRC). While ARD is located at LaRC, the Aeronautics Research Mission Directorate (ARMD) programs/projects it participates in span across multiple Centers. Thus, the Contractor shall provide services in support of these

programs/projects which, by nature of the ARMD program/project management structure, includes support, directly or indirectly, to the ARMD Agency Project Manager, ARMD Agency Lead Resource Analyst, and others that may reside at NASA HQ or at other NASA Centers, in addition to the support provided to LaRC ARD, and LaRC Center management.

- 2) Contractor shall provide program analysis support specific to new FA project within ARMD.
 - a) The Contractor shall support project by participating in the budget formulation process and by monitoring budget allocations and execution.
 - b) The Contractor shall perform analysis of budget requests to review accurate usage and account, including overseeing execution of purchase and travel requests and use of funds for labor and services (such as fabrication, simulation, wind tunnels).
 - c) The Contractor shall assist in performing required plan vs. actual analysis (dollars and workforce), formulate recommendations, and provide budget projections when appropriate.
 - d) The Contractor shall identify, research, and analyze budget-related problems, issues, etc., such as those resulting from changes in operations and program/project/Center/Agency requirements, and make recommendations as appropriate.
- 3) The Contractor shall track and report on overhead and programmatic organizational budgets and monitor their implementation. Establish and maintain spreadsheets to track expenditures. Collect and compile data for annual budget projections and justifications. Communicate with Project or APM manager, lead program analysts, or program/project offices to clarify requirements and to ensure understanding of funding guidelines and expectations for budget line items. Forecast potential problems and advise management, directorate and technical staff of issues. Generate reports and other related documents on funding accounts using available electronic reporting systems/tools which include, Core Financial and Business Warehouse (BW), Programmatic Template (PT), Program Management Tool (PMT), Planning, Programming, Budgeting & Execution (PPBE), Workforce Integrated Management System (WIMS), Fed Traveler, Funds Control System (FCS), and FREUD.
- 4) The Contractor shall serve as backup program analyst for other program/projects aiding in program/project and other management analyses and reviews, as described above. Contractor shall assist other program analysts with execution of purchase requests, travel approval, preparing spreadsheets, and reporting as outlined above.
- 5) The Contractor shall establish and meet deadlines based on Government priority and established work request procedures when accepting work. At times, budget planning and execution related activities are urgent in nature and, therefore, may necessitate immediate action.
- 6) The Contractor shall maintain proficiency in the use of systems and software applications used by Government programs/projects. Use of standard business software applications such as Word, Excel, and PowerPoint is required. Use of NASA-unique applications is also required; these applications include, but are not limited to, those of the Integrated Enterprise Management Program (IEMP)—Core Financial and Business Warehouse (BW), and also include Workforce Integrated Management System (WIMS), Programmatic Template (PT), Program Management Tool (PMT), Fab Work Order Control System (FWOCS), and Funds Control System (FCS).

- 7) The Contractor shall enter, maintain, retrieve, and manipulate resource data using the systems and software applications described above. This includes, but is not limited to, entering budget plans in Center budget system and reporting on those plans; preparing spreadsheets and reports to be used for developing budget plans; tracking financial and overall performance; performing plans vs. actuals variance analysis; developing budget trends; and aiding in program/project and other management analyses and reviews, as described above.
- 8) Communicate effectively with management and technical specialists at Langley, other Centers, NASA HQ, and Industry.
- 9) Maintain knowledge and understanding of current LaRC business practices and related tools. Recommend changes and/or improvements needed to better accomplish the requirements of this task.

5.10.3 Systems Analysis and Concepts Directorate (SACD) Support

Provide program analysis services to programs/projects including Center Management and Operations (CM&O) associated with the Systems Analysis and Concepts Directorate (SACD) at Langley Research Center. The SACD Directorate office is located in Building 1209. Required functions are defined as follows:

- 1) Provide administrative services to SACD for annual programmatic and CM&O budgetary requirements and execution. The Contractor shall establish and meet deadlines based on Government priority and established work request procedures when accepting work. During budget planning activities urgent requirements may necessitate immediate action. Use of standard business software applications such as Word, Excel, and PowerPoint as well as NASA-unique applications such as the Integrated Financial Management System (IFMS) (especially Core Financial and Budget Formulation modules), Business Warehouse (BW), Workforce Integrated Management System (WIMS), Programmatic Template (PT), FWOCS (Fab work control), Funds Control System, FOCUS and phasing plan templates is required. The Contractor shall enter, maintain, retrieve, analyze, and manipulate resource data and provide recommendations relating to SACD and OHCM programs and projects. The Contractor also shall respond to customer inquiries pertaining to such data.
- 2) Download resource information from standard business software applications into spreadsheets and graphs for analysis and revision by SACD business management and project personnel (when necessary). Develop spreadsheet and database reports on a daily, weekly, and monthly basis to be used for tracking budget plans, financial and overall performance, variances, and budget trends and changes. Perform required plan vs. actual analysis, formulate recommendations and provide budget projections when appropriate.
- 3) Research and analyze problems, issues, or program requirements that arise on a daily basis. Provide analysis and advice on the complex program issues that relate to business management of the SACD. Analyze program accomplishments and recommend to the project the appropriate financial and workforce resources needed for the assigned program area. Based on operations and changing program requirements, identify relevant issues. Collect relevant information from many varied sources, some of which are difficult to access. Devise new analytical techniques to evaluate findings and makes recommendations to the SACD Business Managers.
- 4) Using data from above, prepare charts, exhibits, and reports pertaining to resource data to be used for program/project and other management analyses and reviews. Graphics data may

come from established databases, spreadsheets, or information provided by Government program analysts. Provide data input into IFMS, PT, FOCUS (ESMD), Funds Control System, Purchase Requests, Business Warehouse, FWOCS, WIMS. Maintain proficiency with computer graphics software being used by the Government programs/projects to generate charts and reports and with the data sources that serve as the basis for the charts and reports.

- 5) Communicate program business information to SACD and OHCM Business Manager, other SACD and OHCM management, and technical specialists at Langley. Resolve any questions that arise from this communication.
- 6) Maintain knowledge and understanding of current LaRC business practices (especially with regard to IFMS). Recommend changes and/or improvements needed to better accomplish the requirements of this task.

5.10.4 Reserved

5.10.5 Ground Facilities and Testing Directorate (GFTD) Program Analysis Support

Provide program analysis services to the Ground Facilities and Testing Directorate (GFTD) located at Langley Research Center. Required functions are defined as follows:

- 1) Provide day-to-day program analysis services to the Ground Facilities and Testing Directorate (GFTD). Assist the Government by providing support to help formulate and execute the wind tunnel service pool for all non-ATP facilities under, execute GFTD funding under CM&O (test services and technical authority) and reimbursable funding under various facility reimbursable agreements. During the Center's budget execution process, urgent requirements may necessitate immediate action. The Contractor shall use standard business software applications such as Excel, PowerPoint, and Word. The Contractor shall use NASA-unique applications such as the Integrated Enterprise Management Program (IEMP) especially SAP, Core Financial, and Business Warehouse (BW) in addition to Langley's planning, programming, budgeting, and execution tools to include (but not limited to) the Funds Control System (FCS), the Complement Change Request Tool (CCRT), the Information Technology Investment Budget Formulation Tool (ITIBFT), the Center Management Operations Budget Formulation Tool (CMOBFT), the Program Management Tool (PMT), and the Ground Facilities Testing Directorate business tool currently under development. The Contractor shall enter, maintain, retrieve, and manipulate resource data relating to GFTD budgets. They also shall respond to customer inquiries pertaining to such data.
- 2) Prepare PR's in IEMP Core Financial for appropriate government authorizer in accordance with approved procedures. Purchases may include, but are not limited to, contract acquisition, facility services, and office supplies. Maintains GFTD records on purchases that includes date and time PR request was received and processed. Establish, maintain, and dispose of files for purchase requests in accordance with applicable standards and Government-approved procedures. These files contain sensitive or proprietary information. The contractor shall develop and submit for government approval procedures to ensure access to files is by authorized personnel only.
- 3) Download resource information from standard business software applications into spreadsheets and graphs for analysis and revision by Government project personnel (as necessary). Develop spreadsheet and reports on a daily, weekly, and monthly basis to be used for tracking budget plans versus actuals, develop variance explanations, trends, and changes.

Perform required plan vs. actual analysis, formulate recommendations and provide budget projections when appropriate.

- 4) Research and analyze problems and issues. Provide analysis and advice on complex issues. Collect relevant information from many varied sources, some of which are difficult to access. Recommend analytical techniques to evaluate findings and make authoritative recommendations.
- 5) Prepare charts, graphs, spreadsheets, and reports pertaining to resource data to be used for program, project, and other management analyses and reviews. Graphics data may come from established databases, spreadsheets, or information provided by Government program analysts and/or Business Managers. Maintain proficiency with computer graphics software being used by the Government programs/projects to generate charts and reports and with the data sources that serve as the basis for the charts and reports.
- 6) Communicate effectively with management and technical specialists at Langley, other Centers, NASA Headquarters, other Government agencies, and industry.
- 7) Develop and update ad hoc spreadsheets, presentations, and databases.
- 8) Maintain knowledge and understanding of current LaRC business practices. Recommend changes and/or improvements needed to better accomplish the requirements of this task.

5.10.6 Strategic Relationships Office (SRO) Support

Provide program analysis services to the Strategic Relationships Office (SRO) at Langley Research Center. Required functions are defined as follows:

- 1) The Contractor shall provide program analysis services for programs/projects within the SRO. SRO funding includes programmatic, Center Management and Operations (CMO), reimbursable, and Corporate G&A. SRO funding spans across multiple organizations at LaRC and across other NASA Centers. The contractor shall maintain various organizational budgets and monitor implementation thereof.
- 2) Program analysis services include those related to planning, formulation, justification, analysis, presentation, execution, and review of multi-year project budgets.
 - a) The Contractor shall assist in ensuring that program/project objectives are met by participating in the budget formulation process and by monitoring budget allocations and execution.
 - b) The Contractor shall perform analysis of budget requests to ensure accurate usage and account, including overseeing execution of purchase and travel requests and use of funds for labor and services (such as fabrication, simulation, wind tunnels).
 - c) The Contractor shall perform required plan vs. actual analysis (dollars and workforce), formulate recommendations, and provide budget projections when appropriate.
 - d) The Contractor shall identify, research, and analyze budget-related problems and issues such as those resulting from changes in operations and program/project/Center/Agency requirements, and make recommendations as appropriate.
- 3) The Contractor shall establish and meet deadlines based on Government priority and established work request procedures when accepting work. At times, budget planning and execution related activities are urgent in nature and, therefore, may necessitate immediate action.

- 4) The Contractor shall maintain proficiency in the use of systems and software applications used by Government programs/projects. Use of standard business software applications such as Word, Excel, and PowerPoint is required. Use of NASA-unique applications is also required; these applications include, but are not limited to, those of the Integrated Enterprise Management Program (IEMP)—Core Financial and Business Warehouse (BW), and also include Workforce Integrated Management System (WIMS), Programmatic Template (PT), Program Management Tool (PMT), Fab Work Order Control System (FWOCS), Funds Control System (FCS), Fed Traveler, and OCFO Crystal and other data reporting applications.
- 5) The Contractor shall enter, maintain, retrieve, and manipulate resource data using these systems and software applications. This includes, but is not limited to, entering budget plans in Center budget system and reporting on those plans; preparing spreadsheets, charts, exhibits, and reports to be used for developing budget plans; tracking financial and overall performance; performing plans vs. actuals variance analysis; developing budget trends; and aiding in program/project and other management analyses and reviews, as described above.
- 6) Communicate effectively with management and technical specialists at Langley, other Centers, NASA HQ, and Industry.
- 7) Maintain knowledge and understanding of current LaRC business practices and related tools. Recommend changes and/or improvements needed to better accomplish the requirements of this task.

5.10.7 COD Program Analyst Support

Provide part-time program analysis services to the Center Operations Directorate (COD), Business Systems Branch at Langley Research Center. Required functions are defined as follows:

- 1) Provide administrative services to COD and specifically the Facilities and Related Services Project (F&RSP). The Contractor shall establish and meet deadlines based on Government priority and established work request procedures when accepting work. During budget planning activities urgent requirements may necessitate immediate action. Use of standard business software applications such as Word, Excel, and PowerPoint as well as NASA-unique applications such as the Integrated Enterprise Management Program (IEMP) (especially Core Financial module), Business Warehouse (BW) is required. The Contractor shall enter, maintain, retrieve, and manipulate resource data relating to COD, and shall also respond to customer inquiries pertaining to such data.
- 2) Download resource information from the NASA IEMP and BW into spreadsheets for analysis by COD managers. Develop spreadsheet reports on a monthly basis to be used for tracking budget plans, financial and overall performance, variances, and budget trends and changes.
- 3) Initiate F&RS Project PRs on behalf of COD project managers and analyst.
- 4) Maintain knowledge and understanding of current LaRC business practices (especially with regard to IEMP). Recommend changes and/or improvements needed to better accomplish the requirements of this task.
- 5) Provide monthly actual project expenditures to the F&RS Business Manager. Coordinate monthly utility system expenditures with the LaRC Utilities Manager.
- 6) Execute IDIQ PR's for the LaRC Maintenance Manager and coordinate/document the monthly IDIQ expenditures against the various F&RS maintenance accounts.

5.11. Administrative and Presentation Support for the NASA Engineering & Safety Center (NESC)

Introduction/Background

The NASA Engineering and Safety Center (NESC) was formed to ensure that the Agency will have adequate technical expertise and resources for independent, in-depth, technical reviews of NASA's programs. One of the Columbia Accident Investigation Board findings was that the overall safety organizations previously lacked the expertise and resources to adequately conduct independent technical reviews. The NESC was created in order to bring the Country's outstanding technical experts to bear on the problems and challenges of NASA programs. In the performance of its responsibilities, the NESC is comprised of the best engineering expertise from across the Agency and utilizes partnerships with expert consultants from other government organizations, National Laboratories, universities, and industry.

The NESC Review Board (NRB) is the primary management and decision-making entity of the NESC and is chartered to review, assess, and decide the proper course of action on virtually all issues presented to the NESC. In the performance of this charter, the NRB convenes regular weekly meetings as well as specially convened meetings to review the progress and status of NESC activities and issue findings and directives, as appropriate. The NESC Systems Engineering Office (SEO) is tasked as the NRB Executive Secretary and is responsible for the planning and execution of the NRB meetings, as well as documentation of NRB decisions, including the publication, archiving, and configuration control of all NRB-related documentation. NRB meetings are generally held in Room 225 of Building 1219 and connected Agency-wide by either teleconferencing and/or videoconferencing. The designated computer and projector are Government-furnished equipment and are generally permanently assigned to a conference room. The weekly NRB meetings are generally held each Thursday and are up to 4 hours in duration, but may occasionally extend longer or to follow-on sessions if the number of issues, quantity of material to cover, and/or subsequent discussion of related issues exceeds the scheduled time. The specially convened meetings will occur as often, and be as long in duration, as needed.

The contractor shall provide administrative and graphics support services to the NESC as indicated below.

Administrative Support of the NRB

The contractor shall provide comprehensive administrative support to the NRB, a responsibility which encompasses the maintenance of all of the NESC Review Board documentation. The contractor shall be responsible for recording and documentation of meeting minutes, and action item recording and tracking. The contractor shall be responsible for maintaining control and accountability of all NRB files and for accurate filing of all Board documentation. Specifically, the contractor shall:

- 1) Starting with a pre-board meeting with the NRB Executive Secretary, which is generally held on the Monday before an upcoming Thursday NRB meeting, provide hard copies of received scheduled presentations for NESC management review and hard copies of the NRB Open Action Item List for review, annotated with the status of actions.

- 2) By Noon on the day prior to the scheduled NRB, prepare and distribute NRB “notebooks” (includes current/future agendas, new entries to NRB request log, and presentation material) to the NESC Director and Deputy Director, Management and Technical Support Office (MTSO) Manager, SEO Manager, NESC Chief Engineer, and NRB Executive Secretary. Also, load and hyper-link the agenda and all presentation and backup materials for the upcoming meeting to the Process Based Mission Assurance (PBMA) web-site, for download and review by NRB members.
- 3) Utilize WebEx® as a platform to schedule WebEx® sessions for the NRB meetings utilizing the NESC’s WebEx® account. Notify participants of WebEx® meeting information the day before and morning of scheduled NRB.
- 4) Prior to each NRB meeting, verify that the current approved agenda and relevant presentations, movies, and applications are loaded and ready on the designated computer. Verify that each presentation will "render" correctly and/or other required media (i.e., ensure that there are no issues with the viewing of documentation). Assure that meeting location room is set up in accordance with board specifications (i.e., seating arrangement and name plates are in correct order and audio and/or visual teleconferencing equipment is up and operational). Notify the NRB Executive Secretary or designee if equipment issues arise.
- 5) During conduct of an NRB meeting, act as the presentation system operator to load late arriving materials, open presentation files, and navigate presentation slides for the presenters and capture action items.
- 6) For each NRB meeting, create a meeting archive CD-ROM containing the agenda, presentations, and back-up materials; record the proceedings and prepare comprehensive minutes of proceedings. Minutes will include statement of objective/purpose of each activity discussed, its goals, and key items (i.e., schedules, deliverables, and motions); and decisions made and actions assigned. The formatting of the minutes will be designated by the NRB Executive Secretary and may be subject to change. First-draft minutes and approved final minutes shall be posted to the NRB Secure PBMA website.
- 7) After each NRB meeting, prepare and send an email to presenter(s) notifying them of NRB assigned actions. This follow-up should also address any requirements for updated presentation materials prior to their entry into the NRB documentation archive. A copy of each email should be sent to the appropriate program analyst, technical writer, and the NRB Executive Secretary.
- 8) The contractor shall work with the NRB Executive Secretary to be proactive in identifying policy and procedural changes regarding NRB-related activities.
- 9) NRB PBMA Website Support – Provide website administrative services, including uploading and maintaining accurate information on website and NRB database management. Review the website weekly for outdated information, broken links, and assure latest revisions of documents are on the website. In addition, provide non-ITAR documents to the NESC for uploading to the NESC public website.
- 10) Provide NRB Quarterly Attendance Report electronically to the NRB Executive Secretary.
- 11) After final completion and approval, send all documents to the Langley Center Export Administrator for export control review; upload all documentation (minutes, presentations, etc.) for each NRB meeting to the NRB PBMA website; and insert hard copies in the official NRB files. To assure all NRB documentation is accounted for in the files, follow the “Checklist for Final NESC Activities” document provided by the NRB Executive Secretary.

(Final Reports and Plans must be submitted to the NESC Director for approval prior to their submittal to the NRB files.)

- 12) Submit appropriate NRB documentation to the NESC Configuration Control (CC) system. The NRB Executive Secretary will identify NRB documentation under the control of the contractor that will be submitted for CC. The contractor shall perform routine checks to be sure the documentation submitted was correctly entered into the CC system.
- 13) Attend and participate in NRB meetings, as required.

Administrative Support for NESC Specialty Meetings

The contractor shall:

- 1) Attend and support NESC Specialty Meetings by scheduling WebEx® sessions and acting as the presentation system operator to load presentation materials, open presentation files, and navigate presentation slides for the presenters.
- 2) Provide miscellaneous additional administrative support services such as PBMA training, uploading documents, and copying.

Presentation Graphics Support

The contractor shall provide graphics support to NESC personnel, as required, in the preparation of presentations, reports, and web graphics. Specifically, the contractor shall:

- 1) Use state-of-the-art computer graphics hardware/software, as well as traditional artists' materials, to prepare general and technical art/media in accordance with Agency Communications Material Review System. Interact with clients to ascertain task requirements including project goals and deadlines, technical details, and necessary background information and support documentation for effective visual communication of concept.
- 2) Create presentation visuals, publication figures, drawings, illustrations, ceremonial graphics, display media, publications (e.g.; NESC Technical Update and NESC Technical Bulletins), posters, signs, models, and publication mockups for scientific and operations related visual communication. Position may require discrete skills in conceptual illustration, design/layout, photography, and print production, animation (both traditional and computer-based), multimedia presentation segments, cartooning/caricature, and file preparation for www pages.

Reporting Requirements

The contractor shall create and maintain a log of contractor-completed actions, covering all of the requirements listed above, comprehensive enough to judge performance requirements listed later in this document.

5.12 Systems Management Office Support

5.12.1 Langley Directives Management System (LDMS) Operations Support

Directives are the policies and procedures by which the Langley Research Center operates. The Center's Directives are developed and maintained in accordance with established NASA standards. Center Directives include but are not limited to documents such as Langley Policy

Directives (LAPDs), Langley Policy Guides (LAPGs), Langley Center Procedures (LMS-CPs), Organizational Procedures (LMS-OPs), Organizational Unit Plans (OUPs), Technical Manuals (TMs), Task Descriptions (TDs), and the Center Organization Chart. Moderate travel is required in support of these requirements.

The LDMS requirements are as follows:

- 1) Maintain the Center's Directives
 - a) Ensure all Center directives are documented in accordance with current or equivalent version of LMS-CP-1401 "Langley Management System (LMS) Document Control" and LAPD 1000.1 "Langley Management System (LMS) Policy Manual."
 - b) Initiate and coordinate development of new and revised directives
 - i) Advise directive owners/authors of the responsibilities associated with issuance of directives
 - ii) Assist directive owners/authors to ensure directives meet NASA standards of format and style
 - iii) Evaluate Center Directives for compliance with Agency Directives
 - iv) Prepare the final draft directives for the review/approval process. (NOTE: final draft directives are compiled in the Docushare system and submitted for review/approval in Adobe Portable Document Format, also known as a "PDF file")
 - v) Coordinate the Center review/comment process
 - vi) Ensure the directive owner/author disposition review comments in a timely manner
 - vii) Submit directives for final management approval
 - viii) Facilitate progression of directives through the entire review/approval process
 - c) Coordinate periodic revalidation reviews of all Center Directives
 - i) Ensure all Center Procedures (CPs) and Organizational Procedures (OPs) are reviewed by the respective owners/authors at least once every two years (on even numbered calendar years)
 - ii) Ensure all Center's Task Descriptions (TDs) and Organizational Unit Plans (OUPs) are reviewed by their respective owners/authors at least once every two years (on odd numbered calendar years)
 - iii) Ensure all other directives are reviewed by their respective owners/authors at least once every year
 - iv) Assist directive owners/authors in the proper conduct of revalidation reviews
 - v) Update each directive's revalidation records
 - d) Update and maintain the Center's Organization Chart
 - i) Ensure the chart correctly reflects the current Center Organization
 - ii) Ensure the updated chart is posted to @LaRC, the Center's on-line newsletter
 - iii) Ensure the updated chart is submitted to NASA Headquarters for inclusion in NPD 1000.3 (draft an appropriate cover letter for Center Director signature)
 - e) Deliver obsolete and/or cancelled directives to the Center Records Manager for submittal to the National Archives.

- f) Track the status of Center Directives (NOTE: a database in File Maker Pro is currently used to track the status of the Center's Directives)
- 2) Maintain the Langley Management System (LMS) Library.
 - a) Add, update, and remove content from the library (<http://lms.larc.nasa.gov>) NOTE: maintenance of the Library's web server and web applications are outside the scope of this task order. However, the incumbent is expected to coordinate and cooperate with the server and application managers to help resolve issues.
 - b) Ensure the LMS contains current versions of all the Center's directives
 - c) Ensure all Center Organizations can effectively utilize the LMS
- 3) Support the NASA Directives Management Office (DMO)
 - a) Establish and maintain routine communications with counterparts in the NASA Directives Management Office at NASA Headquarters
 - b) Ensure applicable Center Directives are submitted to the NASA On-line Directives Information System (NODIS)
 - c) Review the monthly notices published by the NASA Directives Management Office and forward to the CMD and other Center Organization(s) as appropriate
 - d) Participate in Agency level telecoms, meetings, and other related activities
 - e) Review new and revised Agency Directives (e.g., NASA Policy Directives, NASA Procedures and Guidelines, NASA Procedural Requirement)
 - i) Coordinate the Center's participation in the review/comment process
 - ii) Determine if relevant Center Directives are compliant.
 - iii) Determine potential impacts on Center operations
 - f) Advise the CDM and relevant Center Management of potential impacts to the Center
 - g) Initiate action if Center Directives require revision.
- 4) Facilitate activities of the LMS Points of Contact Team (LMS POC Team)
 - a) Coordinate and chair meetings of the LMS POC team. (approximately quarterly)
 - b) Ensure each major Langley Organization has a designated LMS Point of Contact (POC).
 - c) Ensure designated POC understand their role and responsibilities
 - d) Utilize the POCs to assist in execution of Tasks 1, 2 and 3
 - e) Evaluate the LMS POC Team membership, organizational structure, and effectiveness relative to supporting the day to day operations
- 5) Continuous Improvement
 - a) Continuously improve the efficiency and effectiveness of the day to day operations
 - i) Conduct a Quarterly evaluation of the operational effectiveness and efficiency
 - ii) Compare operations against industry standards
 - iii) Perform an annual Benchmark against at least one other NASA Center
 - b) Monitor routine performance of the day to day operations
 - i) Develop new/improved performance measures
 - ii) Ensure performance measures provide useful insight into the effectiveness and efficiency of the day to day operations

- iii) Collect, analyze, and trend the performance data
 - iv) Identify any deficiencies and develop corrective measures
 - c) Recommend to the CDM corrective/preventative/improvement measures to address deficiencies
 - d) Moderate the LMS Feedback system
 - i) Actively solicit Center feedback on the effectiveness and efficiency of the day to day operations
 - ii) Monitor feedback submitted to the on-line Langley Management Feedback System (<http://lms.larc.nasa.gov/feedback/lmsf.cfm>)
 - iii) Generate and submit replies, coordinating replies relating to potentially contentious issues with the CDM
- 6) Communications
- a) Maintain frequent communications with the CDM
 - i) Communicate immediately with the CDM on issues affecting the Center's Directives
 - ii) Provide an informal (verbal) summary once a week on the status, pending changes, and issues relating to Tasks 1 through 5
 - iii) Provide a formal (written) summary once a month on the status, pending changes, and issues relating to Tasks 1 through 6
 - b) Brief the appropriate levels of Center Management
 - i) Provide senior level briefings on matters relating to the Center's compliance with Agency Directives
 - ii) Provide line and functional level briefings relating to implementation of the Center's Directives
 - c) Coordinate Center wide directives related communications
 - i) Generate and submit Center wide announcements for new and revised directives (for both Agency and Center Directives)
 - ii) Review directives related articles submitted to @Larc, the Center's online newsletter
 - iii) Recommend appropriate revisions/acceptance of the articles to the CDM.
 - d) Conduct Directives related training
 - i) Develop short (approximately one hour in duration) orientation type presentations (e.g., Introduction to Directives Management, Overview and use of the LMS, Roles and Responsibilities of LMS POCs)
 - ii) Coordinate opportunities for presentations (e.g., new employee orientations, All Hands meeting at the Directorate level)

7) Deliverables

The following records, reports, and deliverables are required in support of this order Records shall be maintained in accordance with LMS-CP-2707 as listed on LF-192.

(1) Maintain the Center's Directives:

- CDRL 1-01 Official copy of approved Directives
- CDRL 1-02 Database for tracking stats of Directives
- CDRL 1-03 Monthly status report

- (2) Maintain the Langley Management System (LMS) Library:
 - CDRL 2-01 Updated contents of the LMS Library
 - CDRL 2-02 Monthly status report
- (3) Support the NASA Directives Management Office (DMO):
 - CDRL 3-01 Updated contents of the NODIS
 - CDRL 3-02 Trip and meeting reports - summary notes, copies of presentations, and action items resulting from telecoms, meetings, and related activities attended
 - CDRL 3-03 Summary reports of potential impacts that new and revised Agency Directives may have on Center Operations
 - CDRL 3-04 Monthly status report
- (4) Facilitate Activities of the LMS POC Team:
 - CDRL 4-01 Minutes, Presentations, and Action Items of the LMS POC Team meetings
 - CDRL 4-02 Current list of LMS POC Team Members
 - CDRL 4-03 Evaluation report of the LMS POC Team
 - CDRL 4-04 Monthly status report
- (5) Continuous Improvement:
 - CDRL 5-01 Evaluation of Operational Effectiveness and efficiency (due quarterly and beginning within 90 days of task start)
 - CDRL 5-02 Benchmark Report (due annually and beginning within 6 months of task start)
 - CDRL 5-03 Performance measures for day to day operations (due within 60 days of task start and reviewed/revised annually thereafter)
 - CDRL 5-04 Analysis and Trend reports of performance data for the day to day operations (due within 60 days of task start and quarterly thereafter)
 - CDRL 5-05 Recommendations of corrective/preventative/and improvement actions (due within 60 days of task start and quarterly thereafter)
 - CDRL 5-06 Monthly status report
- (6) Communications:
 - CDRL 6-01 Verbal summary reports on the status, pending changes, and issues relating to Tasks 1 through 5 (due once a week)
 - CDRL 6-02 Written summary reports on the status, pending changes, and issues relating to Tasks 1 through 6
 - CDRL 6-03 Copies of any briefings, presentations, or training materials developed in support of this task

5.12.2 Day-to-Day Records Management Operations Support

Records are recorded information, regardless of media or format, in the custody and control of NASA or its contractors, and made or acquired by NASA or its contractors as part of official duties and in the conduct of government business. Federal Records are the evidence of the performance and fulfillment of NASA's mission and belong to the government, not to individuals. The Center Records Manager (CRM) has overall responsibility for the Langley Records Management Program and is accountable for the implementation of the Center's Records

Management System. The Contractor shall provide day-to-day records management support to the CRM. Moderate travel is required in support of these requirements. The specific requirements are as follows:

Conduct the day-to-day operations of the Center's Records Management System. Ensure all Center Records are identified, maintained, protected, and preserved in accordance with current standards and procedures.

1) Identify Center Records

- a) Coordinate periodic meetings with each Directorate or directorate level Office to discuss the Federal Records generated and maintained by that organization. Meeting intervals for each Directorate or directorate level Office shall not exceed 18 months. It is expected that these meetings will be coordinated with the Center's Internal Audits.
- b) Ensure identified records are documented in accordance with Center requirements.
- c) Ensure identified records are reviewed by their respective owners/authors in accordance with required schedules.

2) Maintain Center Records

- a) Ensure all Center records are properly assigned to the appropriate Records Retention Schedule
- b) Ensure Center Organizations follow assigned retention schedules
- c) Add, update, and remove content from the LF 192 Record Form in the Organizational Documents section of the LMS website (<http://lms.larc.nasa.gov>) NOTE: maintenance of the Library's web server and web applications are outside the scope of these requirements. However, the incumbent shall coordinate and cooperate with the server and application managers to help resolve issues.
 - i) Ensure the website contains current versions of all Organization's LF 192.
 - ii) Ensure all Center Organizations can effectively access their LF-192.
- d) Conduct annual validation of the Center's record management processes
- e) Work with Forms Manager to verify forma related records are managed in accordance with requirements.

3) Record Disposal

- a) Review Agency requirements regarding proper disposal of Records
- b) Evaluate Center procedures regarding disposal of Records
- c) Identify and report discrepancies where Center Procedures are not compliant with Agency Requirements
- d) Monitor Center Organizations' disposal of records
- e) Identify and report where Organizations are not in compliance with Center Procedures.

4) Protect Center Records

- a) Coordinate submittal of Center Records to the National Archives and Records Administration (NARA).
- b) Ensure applicable Center Records are submitted in accordance with Center requirements.
 - i) Conduct periodic inspection of Organization's records

- ii) Review submittals to NARA
- c) Review the periodic Holdings Notice distributed by NARA
 - i) Verify holding information is accurate and up-to-date
 - ii) Notify CRM of any discrepancies in the holding reports
 - iii) Forward summary of the holdings to the CRM and other Center Organization(s) as appropriate.
- d) Coordinate with the Center Historian and Agency Historian to:
 - i) Identify records of historical significance
 - ii) Preserve records of historical significance
- 5) Support the NASA Records Management Office (RMO)
 - a) Establish and maintain routine communications with counterparts in the NASA Records Management Office at NASA Headquarters.
 - b) Participate in Agency level telecoms, meetings, and other related activities:
 - c) Review new and revised Agency Directives (e.g., NASA Policy Directives, NASA Procedures and Guidelines, NASA Procedural Requirement):
 - ii) Coordinate the Center's participation in the review/comment process.
 - iii) Determine if relevant Center Directives are compliant.
 - iv) Determine potential impacts on Center operations.
 - d) Advise the CDM and relevant Center Management of potential impacts to the Center.
 - e) Initiate action if Center Directives require revision.
- 6) Facilitate activities of the Records Liaisons Officer (RLO) Team
 - a) Ensure each major Langley Organization has a designated RLO.
 - b) Coordinate and facilitate meetings of the RLO team. (approximately quarterly)
 - c) Ensure designated RLOs understand their role and responsibilities.
 - d) Utilize the RLOs to assist in execution of Tasks 1, 2 and 3.
 - e) Evaluate the RLO Team membership, organizational structure, and effectiveness relative to supporting the day-to-day operations.
- 7) Ensure Continuity of Operations
 - a) Identify and protect Records during and after an emergency.
 - b) Natural disaster, human-made disaster, military attack, other emergencies
 - c) Protect the trustworthiness of records (ensure record reliability, authenticity, integrity, and usability)
- 8) Ensure orderly transfer of operational responsibility
 - a) Coordinate with the current provider to establish a plan for the orderly transfer of operational responsibilities.
 - b) Identify and document records management related knowledge, processes, and key points of contact in a "Status Report for Transfer of Operation".
 - c) Summarize an evaluation of the transferred knowledge, processes, and key points of contact in a "Completion Report for Transfer of Operations".
- 9) Continuous Improvement

- a) Continuously improve the efficiency and effectiveness of the day-to-day operations.
 - i) Conduct a Quarterly evaluation of the operational effectiveness and efficiency.
 - ii) Compare operations against industry standards.
 - iii) Perform an annual Benchmark against at least one other NASA Center.
- b) Monitor routine performance of the day-to-day operations:
 - i) Develop new/improved performance measures.
 - ii) Ensure performance measures provide useful insight into the effectiveness and efficiency of the day-to-day operations.
 - iii) Collect, analyze, and trend the performance data.
 - iv) Identify any deficiencies and develop corrective measures.
- c) Recommend to the CRM corrective/preventative/improvement measures to address deficiencies.
- d) Moderate the LMS Feedback system:
 - i) Actively solicit use of the LMS feedback system on the effectiveness and efficiency of the day-to-day operations.
 - ii) Monitor feedback submitted to the on-line Langley Management Feedback System (<http://lms.larc.nasa.gov/feedback/lmsf.cfm>).
 - iii) Generate and submit replies, coordinating replies relating to potentially contentious issues with the CDM.

10) Communications

- a) Communicate frequently with the CRM
 - i) Communicate immediately with the CRM on issues affecting the Center's Records.
 - ii) Meet with the CRM once a week to provide an informal (verbal) summary on the status, pending changes, and issues relating to items (1) through (9).
 - iii) Meet with the CRM once a month to review the monthly formal (written) summary on the status, pending changes, and issues relating to items (1) through (9).
 - iv) Support the CRM's periodic status brief to the appropriate levels of Center Management by providing briefing information on matters relating to the Center's compliance with Agency Records Management Policies
- b) Coordinate Center wide records related communications
 - i) Generate and submit short announcements relating to important news regarding Agency Records Management.
 - ii) Generate and submit short (~ 1 page) monthly "Records Management News" announcements relating to routine topics of records management policies, procedures, and issues at the Center.
- c) Conduct records management related training
 - i) Develop and/or acquire short (approximately one hour in duration) orientation type presentations (e.g., Introduction to Records Management, Overview and use of the NASA RMS, Roles and Responsibilities of Langley RLOs)
 - ii) Coordinate opportunities for presentations (e.g., new employee orientations, All Hands meeting at the Directorate level)

iii) Present and/or facilitate records management related training to Center employees

11) Deliverables and Schedule

The following deliverables are required in support of this order. Records shall be maintained in accordance with LMS-CP-2707 as listed on LF-192.

(1) Identify Center Records:

DELIVERABLE 1-01: Official copy of approved Records

DELIVERABLE 1-02: Database for tracking status of Center Records

(2) Maintain the Langley Records Management System (LRMS):

DELIVERABLE 2-01: Updated contents of the LF-192

(5) Support the NASA Records Management Office (RMO):

DELIVERABLE 5-01: Updated contents of the NODIS

DELIVERABLE 5-02: Trip and meeting reports - summary notes, copies of presentations, and action items resulting from telecoms, meetings, and related activities attended

DELIVERABLE 5-03: Summary reports of potential impacts that new and revised

Agency Directives may have on Center Operations

(6) Facilitate Activities of the RLO Team:

DELIVERABLE 6-01: Minutes, Presentations, and Action Items of the RLO Team meetings

DELIVERABLE 6-02: Current list of RLO Team Members

DELIVERABLE 6-03: Evaluation report of the RLO Team

(7) Ensure Continuity of Operations:

DELIVERABLE 7-01: Plan for the orderly transfer of Responsibilities
(due within 5 working days of task start)

DELIVERABLE 7-02: Stats Report for Transfer of Operation
(due within 20 working days of task start)

DELIVERABLE 7-03: Completion Report for the Transfer of Operations
(due within 40 days of task start)

DELIVERABLE 7-04: Evaluation of RLO Team structure and effectiveness
(due within 60 days of task start)

(9) Continuous Improvement:

DELIVERABLE 9-01: Evaluation of Operational Effectiveness and efficiency
(due quarterly and beginning within 90 days of task start)

DELIVERABLE 9-02: Benchmark Report
(due annually and beginning within 6 months of task start)

DELIVERABLE 9-03: Performance measures for day-to-day operations
(due within 60 days of task order start and reviewed/revised annually thereafter)

DELIVERABLE 9-04: Analysis and Trend reports of performance data for day-to-day operations (due within 60 days of task start and quarterly thereafter)

DELIVERABLE 9-05: Recommendations of corrective/preventative/and improvement actions (due within 60 days of task start and quarterly thereafter)

DELIVERABLE 9-06: Monthly status report

(10) Communications:

DELIVERABLE 10-01: Verbal summary reports on the status, pending changes, and issues relating to items 1 through 5 (due once a week)

DELIVERABLE 10-02: Written summary reports on the status, pending changes, and issues relating to items 1 through 5

DELIVERABLE 10-03: Copies of any briefings, presentations, or training materials developed in support of this task order

5.12.3 Administrative and Presentation Support for the LaRC Center Management Council (CMC) Meetings

Background

The LaRC CMC is chartered to review, assess, advise, and assist in the progress, status, issues, and appropriate compliance with NPG 7120.5 of LaRC programs and projects. In the performance of this charter, the CMC convenes Regular, Quarterly, and Special meetings to review the progress and status of selected programs and projects. The Systems Management Office (SMO) is tasked as the CMC Executive Secretary and is responsible for the planning and execution of the CMC meetings. The CMC meetings are generally held in building 1219, room 225. Also, the review materials are presented using a government computer and projector permanently assigned and installed in the conference room.

The Regular (monthly) meetings are generally one day (8 hours) in duration but may occasionally extend to two days (16 hours) if the number of projects, quantity of material to cover, and subsequent discussion of related issues exceeds the scheduled time.

The Quarterly meetings are generally two days (16 hours) in duration. No Regular meeting is held during the month that a Quarterly meeting is scheduled.

The Special meetings are generally half a day (4 hours) in duration. Special meetings are called on a case-by-case basis, generally when a program or project is preparing for a presentation, or for a unique lifecycle review such as the 60 Day Project initiation review, or for a lifecycle control gate that is outside the control of Langley. For example, if a project is preparing for Enterprise level Mission Confirmation Review (MCR) at NASA Headquarters, then the project must first have their MCR presentation, the LaRC commitments, and other plans or agreements for the MCR reviewed and agreed to by the Langley CMC. On average the CMC conducts about 6 special meetings in any given year.

Requirements

Support the Systems Management Office (SMO) as follows:

- 1) Starting about a week before a CMC meeting, obtain a copy of the agenda from the CMC Executive Secretary. Contact and coordinate with each scheduled presenter to obtain an electronic copy of the presentation materials (including any relevant backup material the presenter may want on hand at the meeting). Verify that each presentation will "render" correctly on the designated computer and overhead projector (i.e., ensure that there are no font conversion problems when presentations were developed on a MAC and displayed on a Windows PC).
- 2) Prior to a CMC meeting (generally the morning of a meeting, where meetings usually begin at 8:30am), verify that the current agenda and relevant presentations are loaded and ready on the designated computer. Incorporate presentations and backup materials that arrive the morning of the meeting and that are delivered in a variety of media formats (MAC or PC formatted floppy disks, zip disks, CD-ROMs, USB memory sticks, email and possibly FTP).
- 3) During conduct of a CMC meeting, act as the presentation system operator to load late arriving materials, open presentation files, and navigate presentation slides for the presenters.
- 4) When the CMC meeting minutes are released by the CMC Executive Secretary, obtain an electronic copy from the CMC Executive Secretary.
- 5) After the CMC meeting and within the timeframes specified in the "Performance Requirement Summary," provide the CMC Executive Secretary with a "Meeting Archive CD-ROM" containing the agenda, minutes, and all the presentation/backup materials from the meeting.
- 6) Load and hyper-link the agenda, minutes, and all the presentation/backup materials onto the designated CMC web site. Note: the CMC web site is currently operational and resides on a government furnished computer (<http://cmc.larc.nasa.gov>). The web site is hosted on one of the Center's central servers and is expected to remain on the current system.
- 7) The contractor shall obtain training on the NX server application in order to manage the NX server CMC files and folders.
- 8) On a weekly basis, generally on a Friday, contact the project manager for each project that is reporting to the CMC and request an update of the schedule for their critical reviews (the SMO will provide guidance on what are the critical reviews). In general, there are approximately 15 to 20 projects reporting to the CMC and about 10 to 12 critical reviews per project. Update, as necessary, the web based "Planned Project Reviews," which is located at the web address (http://cmc.larc.nasa.gov/project_db/list_events.asp?DL0) and submit a short summary of the updates to the SMO.

5.12.4 SMO Database-Calendar-Review Log Manager

Background

The NASA LaRC Systems Management Office (SMO) maintains a Project/Task Database that tracks key project reviews, milestones, and special events. A graphical depiction of upcoming entries for specific projects is generated each week as the LaRC integrated Project/Task Calendar. The Project/Task Calendar is used by senior staff to quickly identify upcoming activities. In collaboration with the LaRC Office of the Chief Engineer (OCE), the SMO also maintains a detailed Review Log that includes life cycle and technical reviews for all LaRC projects and tasks. The Review Log is scrutinized each week by the OCE, SMO, and the Safety and Mission Assurance Office to ensure that the project and the center are ready for known upcoming reviews.

The SMO requires a Database-Calendar-Review Log Manager (DCRLM) to maintain the database, produce the weekly calendar, and to update the Review Log weekly.

Maintenance of the database and the Review Log (see attached example) and production of the calendar require regular review of project material. The material to be reviewed includes:

- FPD monthly calendars
- ESOD monthly calendars
- Orion monthly deliverables
- Upcoming Review Notification Forms (see attached template)

The material to be reviewed may contain Sensitive But Unclassified (SBU) information, sometimes including ITAR information, so appropriate safeguards need to be in place to avoid conflicts and inappropriate disclosures of the material.

The task is expected to take approximately 12 hours per week, although the time may not be distributed evenly throughout the month.

Requirements

The DCRLM requirements include:

- 1) Reviewing material to identify appropriate project/task reviews, milestones, and other special events for inclusion in the database, for graphical representation on the calendar, and for inclusion in the Review Log. The DCRLM is expected to develop a sense of the relative importance of different reviews, milestones, and special events and make well-reasoned selections as to what reviews, milestones, and special events are included in the database, calendar, and review log. SMO personnel will be available to provide guidance and to assist in making these selections, but after an initial training period, the DCRLM is expected to take primary responsibility for the selections. The DCRLM is expected to review at least the FPD monthly calendar, the ESOD monthly calendar, and Orion monthly deliverables for inclusion in the database and calendar each month. The Review Notification Forms are expected to be scrutinized each week and all reviews identified on the forms are to be entered in the Review Log. Additional material to be reviewed is at the discretion of the DCRLM. Review of additional material that has the most impact on the database, schedule, and calendar entries is strongly encouraged.
- 2) Reconciling discrepancies between different materials and confirming completion of activities by contacting relevant individuals. SMO personnel will assist in reconciling discrepancies and confirming completion of activities by directly addressing some and by providing contact information for relevant individuals to address others. The DCRLM is expected to document the resolution of the discrepancies. Documentation preferably is included in the notes in the database. The notes may refer to emails or logs of other forms of communication. The performance goal associated with this metric includes the monthly delivery of one or more CDs that include all information relevant to the past month's discrepancy resolutions. Copies of the database notes, emails, notes from phone conversations, appropriate portions of slide presentations, and other material are examples of supporting information used to reconcile

discrepancies. Presentations and other material that do not form the basis for updating the database, schedule, or calendar should not be included. Where only a small portion of a large presentation contains relevant information, only the relevant portion needs to be included on the CD. If any material on the CD is SBU and/or ITAR the CD shall be appropriately marked.

- 3) Updating the SMO project/task database with any new information. New information should be referenced in the notes section of the database. The performance goal associated with this metric includes the monthly delivery of one or more CDs that include copies of all the updated notes and the supporting documentation. The CD(s) associated with this performance goal and that of the previous paragraph may be combined.
- 4) Uploading to Nx an updated version of the Review Log by COB each Wednesday. The SMO, OCE, and Safety and Mission Assurance Office are scheduled to meet each Thursday morning to discuss the log, so an updated version needs to be available to them prior to the meeting. The DCRLM is encouraged, but not required, to participate in this meeting.
- 5) Providing to the SMO by Friday noon of each week, electronic versions of a calendar. The calendar may be in the form of the attached PowerPoint slide or may be delivered in some other mutually agreed upon format with mutually acceptable software. The look-ahead windows are to be updated monthly. The DCRLM shall work with SMO personnel on modifications to formats that improve appearance and user-friendliness.

Deliverables

The DCRLM shall deliver:

- 1) Electronic version of weekly updated calendar
- 2) Monthly CD(s) containing source material that formed the basis for updating database entries, documentation of reconciliations, and copies of the database notes that were updated in the last month.
- 3) Electronic version of weekly updated Review Log posted on NX.

5.13 Support Services for Office of Public Affairs

5.13.1 Conference, Multimedia, FOIA, and Special Events Support

- 1) Conference Support: The Contractor shall administer a Conference Support component consisting of conference management, conference facility support and projection support. Conference facilities include the Langley Reid Conference Center, Building 1222; the Pearl Young Theater, Building 1202; the Executive Conference Center, Building 1218; and Building 1212, Room 200.
 - a) Conference Management. The Contractor shall provide administrative, logistical and general conference support services to plan and conduct official conferences, symposia, colloquia, peer reviews, workshops, seminars, classes, receptions, banquets and meetings that are on and off-site. Specific requirements shall include:
 - i) Providing guidance to Center employees regarding on and off-site conferences, workshops and seminars.

- ii) Planning, budgeting and handling of conference funds through a conference account managed by the Contractor.
 - iii) Advising the conference chair on how to set registration fees.
 - iv) Maintaining up-to-date files on area conference facilities, such as Radisson, Holiday Inn, Marriott hotels, and conference facilities.
 - v) Providing information about hotels and restaurants for conference services.
 - vi) Advising the conference chair on invitations, conference information packets, and distribution of post-conference materials.
 - vii) Coordinating conference displays, registration, hosts, security, photographic support.
 - viii) Providing logistical services to support facility arrangements, conference equipment, and audio-visual and teleconferencing support.
 - ix) Arranging for transportation, lodging, meals and/or refreshments as needed and as funded by registration fees.
- b) Conference Facility Support. The Contractor shall staff and oversee Langley's conference facilities and support all official Langley sponsored conferences, meetings, and symposia, scheduled in the Langley conference. Specific requirements shall include:
- i) Scheduling Langley conference facilities; coordinating with Center personnel to resolve schedule conflicts and clarify requirements.
 - ii) Making conference arrangements, including but not limited to, setting up tables and chairs; providing telephones, office supplies, audiovisual aids; and setting out refreshments funded by conference registration.
 - iii) Assisting attendees by explaining conference registration, transportation, schedule of events and other services available.
 - iv) Ensuring good working order of conference facilities; making minor repairs, researching and recommending facility purchases, scheduling cleaning and replacing artwork and other decor as needed.
 - v) Displaying posters, directional guides and other informational materials.
 - vi) Maintaining electronic schedules of events for conference facilities.
 - vii) Posting information to marquees in three locations daily at Langley.
 - viii) Locking and unlocking conference facilities and turning on/off the security system in the Pearl Young Theater.
 - ix) Maintaining records on seating capacity, safety and sanitation regulations, provisions for refreshments for each conference facility and statistical data on the use of the facilities.
 - x) Ensuring equitable use of conference facilities for official functions and Langley Activities Association functions, days, nights and weekends.
- c) Projection Support. The Contractor shall support audiovisual needs for conferences, meetings, and symposia scheduled in the Langley conference facilities. Specific requirements shall include:
- i) Setting up and operating projection equipment, cassette recorders, video monitors and receivers, computers, screens, LCD projectors, overhead projectors, speaker phones, and other applicable video equipment.

- ii) Coordinating with speakers and Center personnel regarding their audiovisual needs for presentations.
 - iii) Familiarizing all speakers with audiovisual equipment use prior to presentation.
 - iv) Maintaining records of equipment in Langley's conference facilities and ensuring equipment is in good working order.
 - v) Arranging for equipment repair, upgrades or purchase needs in a timely fashion.
 - vi) Coordinating with the Contractor providing Video Services to Langley conference facilities.
- 2) Multimedia Support: The Contractor shall prepare broadcast-quality video and audio products and multimedia materials to support the Langley Office of Public Affairs. Activities may take place on Center, at locations outside the Center, and/or aboard aircraft. Prior to release, the Contractor shall submit all materials to Langley Office of Public Affairs for review and approval. The Contractor shall cross-train on-site personnel so as to provide backup in the event of the absence of personnel.
- a) Still Photography/Photojournalism. The Contractor shall prepare photographic materials to support the Langley Office of Public Affairs. The Government will furnish all necessary equipment and software. Specific requirements shall include:
 - i) Initiating and/or responding to NASA and media requirements for publication-quality photography for national release.
 - ii) Providing formal and candid photographs of Center personnel and visitors as well as documentary photographs of Langley research.
 - iii) Researching and writing photo captions that document visual images, conducting interviews as necessary to capture information for expanded captions that provide photo essays on Langley research.
 - iv) Identifying photography for publication; and selecting and captioning images for national release.
 - v) Selecting photographs to be entered into the archival system and reproduced on Langley's Multimedia Repository enabling easy access to NASA images by media and stakeholders.
 - vi) Developing and maintaining close liaison with photo editors of the nation's leading aerospace publications, including remaining current on their preferred method of receiving photo materials.
 - vii) Remaining current with state-of-the-art photographic technology, advising Langley Office of Public Affairs of trends, and recommending upgrades for equipment and procedures.
 - b) Broadcast Services. The Contractor shall produce broadcast-quality video and audio materials to support the Langley Office of Public Affairs. The Government will furnish all necessary audio and video equipment and software operating systems. Broadcast services shall include:
 - i) Providing an electronic newsgathering and an electronic field production capability to enable timely production of broadcast-quality video components to support media requests, exhibit venues and web presentations. Specific requirements shall include:
 - (1) Videotaping Langley research and related activities on- and off-site as needed.

- (2) Researching and producing or adapting content for video script production.
 - (3) Editing multi-track non-linear video per Office of Public Affairs specifications.
 - (4) Digitizing and duplicating video materials per Office of Public Affairs specifications.
 - (5) Producing video news releases and video files.
 - (6) Producing video for live television and web-based broadcasts.
 - (7) Scheduling video production and edit sessions.
 - (8) Developing and updating operating procedures for Office of Public Affairs.
 - (9) Maintaining a records management system for data collections and archival to ensure timely retrieval of visuals.
- ii) Enhancing an audio production initiative that will enable studio broadcast-quality interviews with radio stations/networks, e.g., National Public Radio or BBC. Specific requirements shall include:
 - (1) Audiotaping interviews with Langley research staff as requested by Office of Public Affairs staff.
 - (2) Researching and producing or adapting content for audio script production.
 - (3) Editing multi-track audio per Office of Public Affairs specifications.
 - (4) Producing audio for radio and web-based broadcasts.
 - (5) Scheduling audio production and edit sessions.
 - (6) Developing and updating operating procedures for Office of Public Affairs.
 - (7) Maintaining a records management system for data collections and archival to ensure timely retrieval of visuals.
- ii) Expanding the TV live shot program. Specific requirements shall include:
 - (1) Developing and distributing video news releases incorporating video recorded interviews and computer-generated animation.
 - (2) Selecting studio and remote production locations.
 - (3) Coaching interview subjects.
 - (4) Pitching to and coordinating interviews with TV stations nationwide.
- iii) Researching and recommending to Langley Office of Public Affairs upgrades to audio and video editing equipment.
- c) Web Presentation. The Contractor shall research, prepare for distribution and post multimedia products to support the Langley Office of Public Affairs. The Government will furnish all necessary equipment and software. Requirements shall include:
 - i) Researching content, writing text, and producing multimedia presentations that incorporate animation, graphics, audio, text and digitized video suitable for the NASA Portal and other Internet sites.
 - ii) Researching and producing or adapting content for web-based presentations.
 - iii) Preparing, posting and updating Langley information to NASA web sites and select Internet sites.
 - iv) Maintaining an archival system to enable easy access to multimedia products

- 3) Administrative Support for FOIA and Special Events: The Contractor shall provide administrative support for Freedom of Information Act (FOIA) inquiries and special events managed by the Office of Public Affairs. The Office of Public Affairs relies heavily on database management and utilization of the Internet for distributing FOIA information and managing logistics for special events. These events include but are not limited to open houses, recognition ceremonies, lunches and receptions, national conferences, air shows, state fairs, educational programs, and community events. Special events support will require close coordination and cross training with the Public Outreach Program.
- a) Freedom of Information Act (FOIA) Inquiries. The Contractor shall respond to FOIA inquiries as outlined in Title 14, Code of Federal Regulations, Part 1206, "Availability of Agency Records to Members of the Public," available at <http://www.hq.nasa.gov/office/pao/FOIA/fedreg.html> and as specified in LAPD 1300.2: Release of Information and Other Agency Records to the Public through FOIA. Specific requirements shall include:
- i) Logging and assigning incoming requests, alerting FOIA officer of requests that are personnel-related or sensitive (i.e., having potential political ramifications or media interest), researching remaining issues, drafting and assembling official responses to both general and specific requests for information
 - ii) Contacting requesters to further narrow or clarify requests
 - iii) Contacting responsible NASA Langley offices for requested information
 - iv) Preparing draft submitter notice or initial determination letters with appropriate enclosures for FOIA Officer review and analysis
 - v) Scanning and posting documents to make those most frequently requested available via NASA Langley's FOIA website at <http://foia.Langley.nasa.gov>. Frequently requested is defined as three or more times. The goal is to move toward having all current contract modifications available on the website to reduce the number of requests and response time.
 - vi) Tracking requests to provide statistics and interpreting metrics
- b) Langley Special Events. The Contractor shall provide administrative and logistical support for special events managed by the Office of Public Affairs. Specific requirements shall include:
- i) Researching, preparing, and updating databases and websites for mailings, guest lists and event registration.
 - ii) Arranging lodging, transportation, and refreshments.
 - iii) Preparing and mailing invitations and tracking RSVPs.
 - iv) Serving as hosts at events by handing out programs, staffing registration table, directing audience to seats, and serving refreshments as needed.
 - v) Planning and organizing special events to include scheduling staffing and preparing name badges, table tents and seating charts.
 - vi) Proposing, preparing for review by Langley Office of Public Affairs and distributing informational materials, staff packages and letters of thanks for participants and guests.

- vii) Documenting events and outreach activities by gathering background information and writing articles, fact sheets, and feature stories for internal and external distribution.
 - viii) Preparing and posting event and staffing information, including photographs and captions to the Internet.
 - ix) Proposing and preparing for review by Langley Office of Public Affairs recipient list for mass mailings and tracking the date and title of documents mailed to each recipient.
 - x) Coordinating mass mailings of Langley documents including but not limited to Langley Stakeholder Report, Strategic Plan, Economic Impact Document, Annual Progress Report and history books for internal and external stakeholders.
- 4) Administrative Support for Office of Communications, SRO: Provide a full range of secretarial and administrative services to teams within the Strategic Relationships Office, supporting SRO in both locations as needed. Services include:
- a) Efficiently conduct office operations and offers a positive first impression to visitors and callers; provide visitors and callers information about the organization's functions; direct technical questions and inquiries to the appropriate staff member(s).
 - b) Prepare correspondence, agendas, presentations, spreadsheets, charts, forms and other documentation in accordance with the NASA Correspondence Management and Communications Standards and Style document and Langley Research Center's correspondence templates; deliver final products in the format requested – electronic or hard copy.
 - c) Develop and maintain an electronic distribution list for the distribution of incoming and outgoing policies, directives or other documents and messages.
 - d) Provide administrative support for meetings to include scheduling, booking conference rooms, arranging for appropriate equipment, recording and distribution of minutes, and take notes of action items.
 - e) Prepare travel authorizations using FedTraveler.com, e-Government Travel Service; maintains a log of travel authorizations and processed travel vouchers including the date and time travel vouchers were initiated and processed; establish and maintain a file of travel authorizations; dispose of files in accordance with applicable Government directives.
 - f) Prepare Purchase Requests (PRs) using IEMP Core Financial; maintain a log of purchases including date and time PR request is received and processed; establish files for the maintenance of PRs; dispose of files in accordance with applicable Government regulations.
 - g) Distribute incoming mail to staff; process outgoing mail in sufficient time to meet mail pick-up schedule; log incoming and outgoing documents that require action or signature into LaRC Correspondence System.
 - h) Maintain an inventory of supplies and reports to the NASA point of contact items requiring reorder.
 - i) Prepare the weekly key activities report.
 - j) Comply with all safety requirements in all work assignments.

- k) Substitute for other SRO secretaries in their absence or when needed.

5.13.2 Media Relations and Internal Communications

The Langley Office of Public Affairs presents scientific and technical material in a manner that is interesting, news worthy, and easy for the public to understand. Activities may take place on Center, at locations outside the Center, and/or aboard aircraft.

- 1) Media Relations: The Contractor shall research and prepare informational materials to support the Langley Office of Public Affairs. Prior to release, the Contractor shall submit all media materials to the Langley Office of Public Affairs for review and approval. Specific requirements shall include:
 - a) Produce written materials that present technical topics to non-technical, general-interest audiences in accordance with format and content rules as established by the Associated Press Style manual. Written materials for both electronic and print venues shall take a variety of formats including:
 - i) News stories
 - ii) Feature articles
 - iii) Fact sheets
 - iv) Brochures
 - v) Photo captions
 - vi) Video scripts
 - vii) Audio scripts
 - viii) Exhibit scripts
 - ix) Tour scripts
 - b) Solicit and conduct interviews with NASA and Langley personnel to gather background information for news and feature stories that highlight Langley programs, projects, and contributions and the people who generate these accomplishments.
 - c) Arrange for visuals to complement the story, including photos, video, computer graphics, and animation in formats appropriate for print and electronic media and for posting on the NASA and LaRC Portals.
 - d) Oversee the production of the Researcher News Online, the Center's electronic newsletter. Research content; write and edit text; and develop and implement a strategy to increase readership.
 - e) Assemble a record of news media outcomes—including newspaper/ magazines clippings, TV video clips, Internet articles with associated readership and viewership numbers—to document the impact of public affairs campaigns and day-to-day topics relating to Langley.
- 2) Internal Communications: The Contractor shall produce the Center's newspaper, the Researcher News, published on a biweekly schedule in print and posted in electronic format as the Researcher News Online. Prior to release, the Contractor shall submit printed and electronic versions to Langley's Managing Editor for review and approval of content and product appearance. Specific requirements shall include:

- a) Writing, covering, assigning and soliciting news and feature articles in accordance with the Associated Press Style Manual.
- b) Identifying articles of interest varying from news and feature stories to biographies and announcements.
- c) Researching topics and interviewing appropriate personnel from Langley, Headquarters and other field centers.
- d) Editing news and feature articles, Headquarters news releases and other submissions using Associated Press style guidelines.
- e) Obtaining and/or taking photographs to support selected articles in accordance with NPD 1383.1A, Release and Management of Audiovisual Products & Services.
- f) Determining format and layout for each issue to include scanning, cropping, sizing and placing photographs and graphics; writing; editing; laying out; editing and preparing electronic files on disk via Quark Express or other Government-required software for transmission to the printer.
- g) Maintaining computer files so that, in the event of an emergency, the back-up editor or Contractor representative could easily complete an issue or issues.
- h) Reformatting newspaper content and posting to electronic version, the Researcher News Online, which allows the Center to distribute breaking news in addition to content that matches the printed version.
- i) Formatting selected Researcher News articles for distribution as news releases, fact sheets or brochures.
- j) Maintaining Researcher News archives of back issues.
- k) Updating Researcher News distribution lists bi-weekly.
- l) Participating in newspaper redesign efforts.

5.13.3 Public Outreach and Exhibits Programs

- 1) Public Outreach Program: As part of the Public Outreach Program, the Contractor shall provide for a Public Inquiry Center that includes a Publications Resource Center stocked with publications provided by NASA, answering email, postal, and phone inquiries with standard replies provided by NASA, and a speakers bureau program and distribution of informational materials.
 - a) The Publications Resource Center shall use a publications database provided by NASA and fill requests for publications in support of speakers bureau and outreach events. For outreach events that require large quantities of materials, materials shall be packaged and prepared for shipment to event. For smaller quantities, publications shall be packaged and mailed to requestor or left on pickup table for requestor. Limited numbers of frequently requested publications shall be maintained in room provided by NASA. Larger quantities of publications shall be maintained in a warehouse provided by NASA. Publications Resource Center shall follow written guidelines provided by NASA when distributing giveaway items other than publications. Giveaway items shall not appear in the database.
 - i) Publications Database: The publications database contains a publication ordering mechanism, a method to list pdf files of available publications, and an inventory tracking mechanism. The Publications Resource Center shall maintain the list of

available publications in the database. Maintaining the list of publications in the database includes adding pdf files of current and new publications in appropriate categories in the database and removing pdf files of publications no longer available in a timely manner. The database inventory of publications shall be kept current regarding types of and numbers of publications available. Existence of the database ordering mechanism shall be made known to NASA Langley staff and the staff shall be encouraged to use the ordering mechanism in the database.

- ii) E-mail, postal, and phone inquiries from the general public shall be answered in a timely manner with standard replies provided by NASA. E-mails shall be answered using the NASA Langley Public Inquiries e-mail “personality” NASA LaRC Public Inquiries larc-dl-publc-inquiries@mail.nasa.gov Inquiries that do not fit categories covered in standard replies shall be referred to NASA Public Inquiries Officer for replies.
- i) Executive Assistant and Speakers Bureau. The Contractor shall perform Executive Assistant duties and operate the Langley Speakers Bureau. Specific requirements shall include: Serving as the primary interface for external requests of the Director, including but not limited to HQ personnel, Langley Office of the Director, Other Langley Directors and entities external to NASA.
- ii) Strategically manages diverse opportunities to best utilize the Director’s time, suggesting conflict resolution ideas and new opportunity creation.
- iii) Tracking actions that require the Director’s attention and fulfilling those actions that can be done independently and asking the Director for his expertise when required.
- iv) Participating in Senior level meetings and telecons to acquire knowledge and actions necessary for the Director’s attention.
- v) Acting independently to bring forward new ideas and opportunities that will bring value to SRO and the agency.
- vi) Representing the Director in various interactions and expresses the desires of the Director to a wide range of “customers” both internal and external.
- vii) Serving as a high bandwidth conduit of information both to and from the Director, integrating information from divergent sources to meet the needs of the Director and respond to external requests.
- viii) Handling logistics for activities sponsored by the Director and representing the Director to accomplish the goals of these activities.
- ix) Receiving, logging, and clarifying requests for speakers from schools, universities, professional societies, community groups, and national organizations; and coordinating volunteers and preparing reports for Langley’s Speakers Bureau Program.
- x) Responding to external requests for Langley speakers by soliciting NASA employees to fill requests and coordinating arrangements with the requestor, speaker and Office of Public Affairs for travel orders.
- xi) Supplying materials, models and exhibits to augment speaker presentations.
- xii) Preparing/updating brochures for review of Langley Office of Public Affairs Speakers Bureau; and marketing materials and speaker-related news articles.

- xiii) Recruiting, training and assisting with recognition ceremonies for Speakers Bureau volunteers.
 - xiv) Updating list of Speaker Bureau volunteers and database for Speaker Bureau metrics including records for each speaker event. Rationale: Metrics on number of talks and stakeholders reached contribute to Langley outreach goals. Metrics for each speaker are used in the annual recognition ceremony. Office of Public Affairs needs access to both.
 - xv) Supporting Center's Sigma Series Lecture program by preparing letters of invitation and thanks, providing honorariums and delivering Government provided official mementos. The Sigma Series is a free science and technology public lecture program sponsored by Langley Research Center and the Virginia Air and Space Center.
 - xvi) Supporting the Center's Colloquium Program by preparing official mementos.
- 2) Exhibits Program: The Contractor shall operate and maintain a limited exhibits program. This shall include placing exhibits at the request of NASA Headquarters, other NASA Centers, other museums, the Virginia Air and Space Center, and other government, school and community venues and shipping exhibits to NASA and Langley outreach venues. Specific requirements shall include:
- a) Recommending cost-effective exhibit ideas, concepts and venues that showcase NASA and Langley research, programs and projects for industry and general public audiences, using emerging and existing electronic technology whenever possible and appropriate..
 - b) Developing exhibit designs, concepts and specifications for review by Langley Office of Public Affairs ensuring clarity of the NASA message, appropriateness of visuals, ease of installation, and safety of viewers.
 - c) Tracking fabrication of exhibits to ensure preparation in accordance with NASA Insignia Standards (<http://www.hq.nasa.gov/pao/insignia/text/>) and LPR 2220.5.
 - d) Conducting maintenance, repair, and refurbishment of exhibit inventory.
 - e) Closing out long-term loans, reducing exhibit inventory, and excessing exhibits as needed.
 - f) Installing and dismantling exhibits, limited to portable exhibits that can be carried by one person, when required at temporary outreach venues nationwide, but typically on the East Coast; and staffing exhibits as needed.
 - g) Ensuring exhibits reflect current NASA and Langley missions and programs and are in good working order.
 - h) Coordinating and tracking the loan of exhibits and the loan of moon rocks.
 - i) Coordinating shipping of exhibits to outreach venues.
 - j) Maintaining and updating Langley's electronic Traveling Exhibits Catalog located at <http://oea.Langley.nasa.gov/Exhibits/index.html>, exhibit inventory, exhibit specification sheets, museum database and other marketing materials to promote increased loans of exhibits.

5.13.4 Government Relations Program

The legislative liaison for LaRC serves as the Center's primary interface with government officials from state, regional, county and local government including the local office of VA 1st, 2nd, 3rd, 4th and 5th districts. The legislative liaison maintains relationships with various

stakeholders in the government, private industry, and universities to further the agency's research or technology development efforts and foster partnerships having mutual benefit. The Center and Agency have recently placed greater emphasis on fostering relationships with state government officials. For example, LaRC along with our industry and university partners hosts an annual AeroSpace Day at the Virginia General Assembly and participates in annual NASA Congressional events in Washington D.C. Support is needed to prepare materials and coordinate follow-up briefings to continue informing these state officials of NASA's programs and contributions to the Commonwealth and other states in LaRC's region. The Contractor shall:

- 1) Prepare materials to inform state officials from LaRC's five-state region (VA, NC, SC, WV and KY) of NASA Langley research and technology programs, educational activities and economic contributions.
- 2) Maintain address and email contacts for state officials and lists of key committee members for state representatives in LaRC's five-state region.
- 3) Communicate with government, industry and university officials regarding NASA and LaRC programs, events and activities.
- 4) Coordinate follow-up NASA/industry meetings and briefings with state officials--specifically representatives from the Virginia General Assembly.
- 5) Prepare materials, mailing and logistics packages to support meetings and briefings to state government.
- 6) Provide support and participate in government relations and high-level protocol visits and meetings on-site and off-site as needed. Most off-site support and meetings will be in the Commonwealth of Virginia.
- 7) All correspondence and materials subject to review and approval by LaRC's legislative liaison.

5.13.5. Service Orders

The Contractor shall establish a vehicle to provide additional services to the Center at large on an as-needed and as-funded basis. These services shall include support for the following types of activities:

- 1) Exhibits Development: The Contractor shall design, fabricate and install exhibits for Center organizations. Specific requirements shall include:
 - a) Providing concepts that showcase NASA and Langley research, programs and projects for national decision maker, strategic partner and general public audiences and designing, fabricating and installing exhibits.
 - b) Developing exhibit specifications for review by Langley Office of Public Affairs ensuring clarity of the NASA message, appropriateness of visuals, ease of installation, and safety of viewers.
 - c) Ensuring preparation of exhibits in accordance with NHB 1430.2, NASA Insignia Standards (<http://www.hq.nasa.gov/pao/insignia/text/>), and LPR 2220.5.
 - d) Installing exhibits to include making provisions for specialized equipment when required.
 - e) Shipping, setting-up and tearing down exhibits at temporary outreach venues; staffing exhibits as needed

- 2) Exhibits Warehouse, Maintenance, Shipping, and Set-up Support: The Contractor shall support NASA Langley's Outreach Program by providing warehouse support, inventory control, general maintenance of exhibits, shipping and receiving exhibits, setup and teardown of exhibits. Specific requirements shall include:
 - a) Maintain electronic inventory database of all exhibit pieces
 - b) Organize and maintain exhibits and publications warehouse for easy retrieval of items
 - c) Shipping POC - pack items for shipping, coordinate with shipping department, track shipments, inspect and unpack returned items
 - d) Set up and tear down exhibits at local and national venues
 - e) Maintain exhibit inventory which may include, but is not limited to, making minor repairs to the exhibits, crates, etc. May require working with electric wiring, wood, metals, plastics, paint, glue, and require minor construction.
 - f) Test and maintain audio-visual and computer components of exhibits to ensure working properly
 - g) Assist with cost and labor estimates for projects and the submission of material purchase requisitions
 - h) Interface with customers to assist with exhibit requests and room layouts
- 3) Conference Support: The Contractor shall plan and implement conferences, symposia, colloquia, peer reviews, workshops, seminars and meetings on-Center and off-site for Center organizations. Specific requirements shall include:
 - a) Providing consultation and guidance to conference chairpersons.
 - b) Advising conference chair on how to set registration fees.
 - c) Signing contracts with hotels and restaurants for conference services.
 - d) Developing and mailing invitations, calls for papers and conference information packets.
 - e) Coordinating conference registration.
 - f) Coordinating collection of abstracts and the review and screening of technical papers.
 - g) Providing logistical services to support facility arrangements.
 - h) Arranging transportation and lodging.
 - i) Arranging for meals and/or refreshments as needed and as funded by registration fees.
 - j) Providing interpreters and taking minutes on an as-needed basis.
 - k) Distributing post-conference materials.
- 4) Writing/Research: The Contractor shall research, write, and/or edit informational materials to support NASA Headquarters and Langley program and project offices. This shall include presenting technical topics to a non-technical, general-interest audience in accordance with format and content rules as established by the Government Style manual. Written materials shall include feature articles, histories, fact sheets, brochures, and scripts.

5.13.6 Media Relations Support

The Contractor shall prepare written and visual materials to support the LaRC Public Affairs program. The Contractor shall:

- 1) Research, plan and implement public affairs campaigns, developing themes and messages to provide effective channels of communication between Langley and other NASA organizations and the general public, primarily via the news media. Appropriate public affairs vehicles may include the following:
 - a) news releases
 - b) feature articles
 - c) fact sheets
 - d) brochures
 - e) photo captions
 - f) video scripts
 - g) audio scripts
 - h) exhibit scripts
 - i) tour scripts
- 2) Prepare news releases and feature stories, gathering background information and audiovisual material, such as photographs, computer graphics, computer animation, and video b-roll for print and electronic media.
- 3) Communicate with representatives of local and national print media; television networks, cable television outlets and their affiliates; radio networks; scientific, trade and popular publications; to furnish information on NASA programs and projects.
- 4) Respond to news media inquiries and associated queries by arranging interviews with LaRC personnel, escorting media on Center, and providing requested public information materials in accordance with NPD 1383.1, NASA Assistance to Non-Government, Entertainment-Oriented Motion Picture, TV, Video and MultiMedia Productions/Enterprises and Advertising.
- 5) Research content, write text and oversee production of video news releases, video b-roll, photography, animation, graphic illustrations and provide support to television remote live shots in accordance with NMI 1383.1, Approval, Production, Distribution and Management of Audiovisual Products & Services.
- 6) Seek out, organize and facilitate TV and radio opportunities, including news and topical material, live and recorded interviews and coverage of special events.
- 7) Prepare, post, and update LaRC information to the NASA Portal and select Internet sites.

5.14 Office of Equal Opportunity Programs Support

5.14.1 Interpreter Services

The Contractor shall provide effective communication accommodation services for NASA Langley Research Center (LaRC) employees and to members of the public who have a hearing impairment and are attending LaRC sponsored events. These services shall include primary oral and sign language interpreter services, communication access real-time translation (CART), and video remote interpreting on-site at LaRC or within the Hampton Roads Metropolitan Area (HRMA). The appropriate accommodation shall be determined on a case-by-case basis and may depend on the setting in which communication occurs and the needs of the employee.

- 1) The primary interpreter shall be available to provide services on an as-needed basis Monday through Friday, between the hours of 7:30 am to 5:00 pm. Interpreter and other accommodation services shall be determined by mission related work requirements and the Contractor shall ensure all providers are “qualified” (in accordance with the Americans with Disabilities Act). In the case of illness or other extenuating circumstances, where the primary interpreter or other service provider is not available, an alternate qualified interpreter/provider shall be made available to fulfill mission related requests.
- 2) The Contractor shall create and maintain a calendar in Microsoft Outlook/Entourage for communication service requests, to include oral and sign language interpreters, CART, and video remote interpreting services. All requests for services shall be maintained on this calendar.
- 3) The Contractor shall provide a communication services scheduler to receive requests for services Monday through Friday, during the hours of 7:00 am to 4:30 pm. Requests shall be approved by the employee’s supervisor and submitted via the Outlook/Entourage calendar as far in advance as possible. Ideally requests shall be submitted not less the two business days before the event however, the Contractor shall honor all requests and shall make every attempt to fulfill the request. The scheduler shall fill all approved requests with qualified providers regardless of the order of the request.
- 4) CART services shall be provided on center or within the HRMA as determined by mission related work requirements and with supervisory approval. Hard copies of transcripts shall be provided to the employee only with the appropriate supervisory approval.
- 5) The Contractor shall provide a monthly cost report (in Excel) which includes total monthly usage and/or other expenses for the month. The Contractor shall also provide a monthly activity report (in Excel), to include a record of each request for the given month as follows: date request was received, service provided, date fulfilled, (if not fulfilled, comments as to why the request was not fulfilled), requestor, event title, and the total number of hours used. Any requests not fulfilled should be brought to the attention of the Disability Program Manager immediately, and include an explanation as to why the request was not fulfilled. All interpreter services reports shall be received no later than the 10th business day of each month.

5.14.2 Special Emphasis Programs (SEPs) Services

Introduction/Background

The primary goal of the Office of Equal Opportunity Programs (OEOP) is to promote a work environment that is free of unlawful discrimination and sexual harassment, accessible to individuals with disabilities, ensuring fair and equitable treatment for all employees while valuing workforce diversity and fostering mutual respect in an effort to achieve the mission of NASA and the Langley Research Center. OEOP’s vision and mission are as follows:

Special Emphasis Programs (SEPs) are the primary means OEOP utilizes to improve the Center’s ability to identify, attract and retain a diverse pool of students and future employees and to increase diversity awareness by providing special emphasis program activities that educate the Center populace.

The primary objective of SEPs is to assist in the recruitment, development, training and advancement of minorities, women, disabled veterans and other people with challenged abilities. SEPs refer to those programs which focus special attention on certain specific groups as a result of a particular law, regulation, or Executive Order. They were initiated to address the employment related concerns of groups not specifically included in other programs and where a need has been demonstrated by, for example, civil rights legislation or lawsuits. The legislated/mandated SEPs are: The Federal Women's Program, the Hispanic Employment Program, the Individuals with Disabilities Program and the Disabled Veteran's Program. Legislated/mandated programs require, at a minimum, a program manager be assigned to lead the efforts as defined above in the respective programs. Most Federal agencies have initiated special emphasis programs to address the employment-related concerns of Asian American/Pacific Islanders, American Indian/Alaskan Natives, and African Americans. The authority for such programs is rooted in Executive Order 11478 and Executive Order 13126 (President's Advisory Commission on Asian Americans and Pacific Islanders). Barriers to meeting the requirements of these executive orders, laws and regulations require regular analysis and identification of activities to overcome the deficiencies leading to these barriers.

- 1) The contractor shall provide data analysis and SEP liaison services to OEOP as indicated below.
- 2) The Contractor shall provide technical support as required to accomplish the data analysis tasks outlined below, as well as administrative support, as needed.
- 3) The Contractor shall monitor the work activity and provide such oversight and supervision of its on-site personnel as may be required to provide an acceptable level of statistical analytical support for the NASA Langley Office of Equal Opportunity Programs. The Contractor shall be responsible for establishing and maintaining good communications with the NASA Langley Office of Equal Opportunity Programs
- 4) The position shall support the activities of Langley Research Center's Alternative Dispute Resolution Program, Diversity and Equal Opportunity Programs. The contractor shall be required to perform the following specific duties:
 - a) Coordinate quarterly and ad-hoc workforce data reporting - development of graphs and charts via various automated tools/data sources to assist Equal Opportunity Specialists with trigger analysis; Produce reports as needed to perform root cause analysis. Analyze and interpret data for management and technical users.
 - b) Serve as primary technical expert for Internal metrics reporting, business system management functions and website updates
 - c) Coordinate monthly and annual reports to the Office of Diversity and Equal Opportunity in Headquarters and annual reports, such as the Disabled Veterans Affirmative Action Program; Hispanic Employment Plan/9 Pt. Plan and others.
 - d) Serve as the Designated POC or alternate for the office for: Langley Key Activities System, Website, ODEO SharePoint, and other business or administrative systems.
 - e) Monitor completion of actions arising from LaRC internal and external audits
 - f) Develop and maintain integrated schedules for various developmental projects.
 - g) Support educational initiatives for supervisors, managers and employees on the goals and objectives of SEPs.

- h) Coordinate educational programs (on a variety of subjects, e.g., career planning, interviewing techniques, supervisory development, team building skills).
- i) Assist in the planning of special emphasis program observances (such Hispanic Heritage Month, Disability Awareness Month, and others.)
- j) Assist in the establishment of employee network groups in various areas of affinity to bring employees together and provide a forum for professional development.
- k) Provide a written monthly performance report to OEOP. Report should identify how much work was accomplished and whether it was within established standards, as well as positive enhancements, efficiencies, improved methods and/or recommended solutions to problems. In the case of work that is not at the minimum acceptable level, contractor should identify proposed corrective actions that have been taken to improve performance to within standards.

5.15 Performance Standards

The following performance standards will be applied in the Administrative Services work area. Performance metrics and method of surveillance are included in the Performance Requirements Summary in the Award Term and Performance Evaluation Plan.

- SOW 5.1 Enter budgetary data into Planning System on time and accurately.
- SOW 5.1 Process 506 Resources Authority Warrants within 1 working day.
- SOW 5.1 Run and distribute weekly/monthly Central Business Computing Center financial reports within 2 working days.
- SOW 5.1 Provide graphics support within schedule negotiated.
- SOW 5.1 Respond satisfactorily to customer inquiries within agreed to schedule.
- SOW 5.1 Develop and distribute customized daily/weekly/monthly spreadsheet and database reports within 1 working day.
- SOW 5.1 Prepare acceptance for Associate Director signature within 2 working days.
- SOW 5.1 Send acceptance to funding agency within 1 working day after receipt of Associate Director signature.
- SOW 5.1 Setup accounts within 3 working days after receipt of advance payment from funding agency.
- SOW 5.2 Answer and resolve all calls promptly and enter call disposition information into tracking system by COB same day received
- SOW 5.2 Maintain Financial Management files so that items in files are easily and quickly located.
- SOW 5.2 Deliver correspondence to appropriate personnel or requestor within 1 hr.
- SOW 5.2 Completed files are boxed and delivered to storage by November 30 each year.
- SOW 5.2 Enter invoices accurately into the Invoice Payment System in within 1-2 hr.
- SOW 5.2 Enter travel vouchers the Travel Voucher Tracking system within 1 hr.
- SOW 5.2 "Approve" stamp travel authorizations for financial system interface within 6 hrs.

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- SOW 5.2 Review travel vouchers and return incomplete travel vouchers to traveler within 4 hours.
- SOW 5.2 Accurately process (“Audit” and “Disburse”) travel vouchers in Travel Manager within 5 business days.
- SOW 5.2 Examine and process vendor invoices accurately and in a timely fashion to avoid excessive interest payment by the Government.
- SOW 5.2 Protect Privacy Act, Commercial Business Information, and sensitive information.
- SOW 5.2 Ninety percent of NF-533 processing, costing, and analysis shall be accomplished by the specified accounting period open/close dates and other critical financial management timeframes.
- SOW 5.2 Ninety percent of Quarterly Uncosted Obligations Reviews completed by the end of each quarter (each month during the last quarter of each fiscal year).
- SOW 5.2 Assistance with Data and Documentation Collection Process by stipulated deadlines.
- SOW 5.2 Independent Review of LaRC’s Billing, Collection, and Payment Process completed by June 30 each fiscal year.

- SOW 5.4.2 Maintain sufficient office supplies to fill all requests for standard items with no more than 1 customer complaint per month.
- SOW 5.4.2 Prepare Travel Orders and Travel Vouchers on average within 8 working hours of request for travel or negotiated deadline.
- SOW 5.4.2 Distribute accurate, up-to-date action lists and meeting notes on average within 8 working hours of meeting or within 2 hours of negotiated time.
- SOW 5.4.2 Deliver monthly BW report and analysis of Program spending within 7 working days of month’s start.
- SOW 5.4.2 Update monthly Facility Utilization Data template within 7 working days of month’s start.
- SOW 5.4.4 Fill requests for files within 4 working hours of receipt
- SOW 5.4.4 Prepare presentation transparencies and handouts within 4 working hours of receipt of request.
- SOW 5.4.4 Send faxes within 1.5 working hours
- SOW 5.4.4 Maintain sufficient office supplies to fill all requests for standard items
- SOW 5.4.4 Distribute contract documentation to appropriate personnel within 8 working hours of receipt using up-to-date mailing list
- SOW 5.4.4 Distribute accurate up-to-date action lists and meeting notes within 8 working hours of meeting
- SOW 5.4.4 Prepare NF 1602 within 5 working days of change in equipment status and maintain accurate equipment inventory
- SOW 5.4.4 Protect classified and sensitive information.
- SOW 5.4.5 Sort and distribute incoming mail and facsimiles; process outgoing mail and facsimiles; and log incoming documents into LaRC Correspondence System within 4 working hours of receipt on average.

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- SOW 5.4.5 Maintain filing system and retrieve information from organizational files within 4 working hours of receipt on average.
- SOW 5.4.5 Dispose of organizational files by negotiated deadline.
- SOW 5.4.5 Provide photocopying of a variety of documentation within 2 working hours of receipt on average.
- SOW 5.4.5 Maintain sufficient inventory of supplies; identify stock for reorder and notify NASA point of contact; and receive and stock items with no more than 1 customer complaint per month.
- SOW 5.4.5 Schedule meetings (via electronic calendar) for office management and staff; arrange conference rooms and ensure needed equipment is available; and photocopy handouts, agendas, and other material needed for participants within 4 working hours of receipt on average.
- SOW 5.4.5 Prepare and submit weekly Key Activities to Directorate Office within 2 hours before deadline.
- SOW 5.4.5 Disseminate to branch employees new and/or revised Branch, Directorate, Center, and Agency policies, directives, and other documents via e-mail, staff meetings, etc., within 4 working hours of receipt on average.
- SOW 5.4.5 Submit technical publication/presentation records through the current on-line Technical Publication Submittal and Approval System within 6 working hours of receipt on average.
- SOW 5.4.5 Submit monthly safety inspection reports for Branch management into the on-line Supervisory Safety Inspection System within 2 hours before deadline.
- SOW 5.4.5 Prepare and submit foreign and domestic travel authorizations and vouchers into on-line Travel Manager System; make reservations as required; and enter travel into control log within 4 working hours of receipt on average.
- SOW 5.4.5 Prepare and submit foreign travel packages within 5 weeks prior to travel departure date.
- SOW 5.4.5 Prepare and process correspondence, agendas, presentations, spreadsheets, forms, etc., in proper format and correct grammar, and log outgoing documents in LaRC Correspondence System as appropriate within 4 working hours of receipt on average or by negotiated deadline.
- SOW 5.4.5 Receive and screen all visitors and telephone calls for the Branch office in a professional manner with no more than 1 customer complaint per month.
- SOW 5.4.5 Maintain suspense files and track all action items; and provide follow-up to ensure completion by established deadlines.
- SOW 5.4.5 Post activities and action due dates for Branch Head and Assistant Branch Head(s) on electronic calendar within 4 working hours of receipt on average.
- SOW 5.4.5 Attend organizational meetings and take notes, record actions, and distribute minutes to attendees as required within 6 working hours of receipt on average.
- SOW 5.4.5 Prepare and submit purchase requisitions into current financial system; enter purchases into control log within 4 working hours of receipt on average.

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- SOW 5.4.6 Sort and distribute incoming mail and facsimiles; process outgoing mail and facsimiles; and log incoming documents into LaRC Correspondence System within 4 working hours of receipt on average.
- SOW 5.4.6 Maintain filing system and retrieve information from organizational files within 4 working hours of receipt on average.
- SOW 5.4.6 Dispose of organizational files by negotiated deadline.
- SOW 5.4.6 Provide photocopying of a variety of documentation within 2 working hours of receipt on average.
- SOW 5.4.6 Maintain sufficient inventory of supplies; identify stock for reorder and notify NASA point of contact; and receive and stock items with no more than 1 customer complaint per month.
- SOW 5.4.6 Schedule meetings (via electronic calendar) for office management and staff; arrange conference rooms and ensure needed equipment is available; and photocopy handouts, agendas, and other material needed for participants within 4 working hours of receipt on average.
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- SOW 5.4.6 Disseminate to branch employees new and/or revised Branch, Directorate, Center, and Agency policies, directives, and other documents via e-mail, staff meetings, etc., within 4 working hours of receipt on average.
- SOW 5.4.6 Submit technical publication/presentation records through the current on-line Technical Publication Submittal and Approval System within 6 working hours of receipt on average.
- SOW 5.4.6 Submit monthly safety inspection reports for Branch management into the on-line Supervisory Safety Inspection System within 2 hours before deadline.
- SOW 5.4.6 Prepare and submit foreign and domestic travel authorizations and vouchers into on-line Travel Manager System; make reservations as required; and enter travel into control log within 4 working hours of receipt on average.
- SOW 5.4.6 Prepare and submit foreign travel packages within 5 weeks prior to travel departure date.
- SOW 5.4.6 Prepare and process correspondence, agendas, presentations, spreadsheets, forms, etc., in proper format and correct grammar, and log outgoing documents in LaRC Correspondence System as appropriate within 4 working hours of receipt on average or by negotiated deadline.
- SOW 5.4.6 Receive and screen all visitors and telephone calls for the Branch office in a professional manner with no more than 1 customer complaint per month.
- SOW 5.4.6 Maintain suspense files and track all action items; and provide follow-up to ensure completion by established deadlines.
- SOW 5.4.6 Post activities and action due dates for Branch Head and Assistant Branch Head(s) on electronic calendar within 4 working hours of receipt on average.
- SOW 5.4.6 Attend organizational meetings and take notes, record actions, and distribute minutes to attendees as required within 6 working hours of receipt on average.

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- SOW 5.4.6 Prepare and submit purchase requisitions into current financial system; enter purchases into control log within 4 working hours of receipt on average.
- SOW 5.4.6 Provides monthly status reports to management and staff on budget spending against guidelines (travel, overhead, and program)
- SOW 5.4.6 Reviews WebTADS and contacts employees delinquent in completing their records; completed on average by the Friday that the pay period ends.
- SOW 5.4.6 Enters workforce data into the on-line workforce system; generates reports as required. Completed on average within 6 working hours of receipt.
- SOW 5.4.6 Submits requests via the ODIN catalog and ODO. Completed on average within 6 working hours of receipt.
- SOW 5.4.6 Tracks property inventory; conducts periodic surveys; completes paperwork for changes to inventory. Completed on average within 6 working hours of receipt.
- SOW 5.4.6 Coordinates building and infrastructure improvement/repair requests; enters requests into ROME work request Integrator system; tracks status. Completed on average within 4 working hours of receipt.
- SOW 5.4.6 Collects and compiles data to develop and justify requirements and projections for budget formulation and execution by negotiated deadline.
- SOW 5.4.6 Communicates effectively with others; informs customers on status of their requests; works closely with management and other personnel in coordinating and completing work assignments. No more than 1 customer complaint per month
- SOW 5.4.6 Forecasts potential budget problems and advises mgmt and technical staff of issues; assists in finding additional funding for unexpected and new requirements. Successfully resolves 90% of issues.
- SOW 5.4.6 Enters, maintains, retrieves, and manipulates resource data; generates reports and other documents on funding accounts. Completed on average within 6 working hours of receipt.
- SOW 5.4.6 Develops spreadsheets and databases for managing overall performance of budget activities and in tracking trends, changes, etc. Completed on average within 6 working hours of receipt.
- SOW 5.4.6 Coordinates, reviews, and consolidates a variety of human resource information for use by management and in response to various actions. Completed on average within 4 working hours of receipt.
- SOW 5.4.6 Tracks status of human resource actions and requests and keeps management informed of deadlines. Completed on average within 4 working hours of receipt.
- SOW 5.4.6 Provides advice to management on proper format and method to use for a variety of personnel documentation. Completed on average within 4 working hours of receipt.
- SOW 5.4.6 Prepares information required for processing contract/grant documentation; coordinates with technical point of contact to submit purchase requisitions. Completed on average within 6 working hours of receipt.
- SOW 5.4.6 Coordinates and performs administrative activities for workshops, peer reviews, etc., hosted by organization. Completed on average within 6 working hours of receipt.

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- SOW 5.4.7 Sort and distribute incoming mail and facsimiles; process outgoing mail and facsimiles; and log incoming documents into LaRC Correspondence System within 4 working hours of receipt on average.
- SOW 5.4.7 Provide ODIN support by negotiated deadline.
- SOW 5.4.7 Provide photocopying of a variety of documentation within 2 working hours of receipt on average.
- SOW 5.4.7 Maintain sufficient inventory of supplies; identify stock for reorder and notify NASA point of contact; and receive and stock items with no more than 1 customer complaint per month.
- SOW 5.4.7 Schedule meetings (via electronic calendar) for office management and staff; arrange conference rooms and ensure needed equipment is available; and photocopy handouts, agendas, and other material needed for participants within 4 working hours of receipt on average.
- SOW 5.4.7 Disseminate to branch employees new and/or revised Branch, Directorate, Center, and Agency policies, directives, and other documents via e-mail, staff meetings, within 4 working hours of receipt on average.
- SOW 5.4.7 Complete equipment inventory by negotiated deadline.
- SOW 5.4.7 Submit monthly safety inspection reports for Branch management into the on-line Supervisory Safety Inspection System within 2 hours before deadline.
- SOW 5.4.7 Prepare and submit foreign and domestic travel authorizations and vouchers into on-line Travel Manager System; make reservations as required; and enter travel into control log within 4 working hours of receipt on average.
- SOW 5.4.7 Prepare and submit foreign travel packages within 5 weeks prior to travel departure date.
- SOW 5.4.7 Prepare and process correspondence, agendas, presentations, spreadsheets, forms, etc., in proper format and correct grammar, and log outgoing documents in LaRC Correspondence System as appropriate within 4 working hours of receipt on average or by negotiated deadline.
- SOW 5.4.7 Receive and screen all visitors and telephone calls for the Branch office in a professional manner with no more than 1 customer complaint per month.
- SOW 5.4.7 Maintain suspense files and track all action items; and provide follow-up to ensure completion by established deadlines.
- SOW 5.4.7 Maintain program manager's calendar and provide SROintment reminders, update as necessary, and coordinate meeting locations within 4 hours of receipt
- SOW 5.4.7 Attend organizational meetings and take notes, record actions, and distribute minutes to attendees as required within 6 working hours of receipt on average.
- SOW 5.4.7 Prepare and submit purchase requisitions into current financial system; enter purchases into control log within 4 working hours of receipt on average.
- SOW 5.4.7 Maintian electronic distribution lists and complete actions within 4 hours of receipt.
- SOW 5.4.7 Coordinates and performs administrative activities for workshops, peer reviews, etc., hosted by organization. Completed with no more than one customer complaint per event.

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- SOW 5.4.8 Sort and distribute incoming mail and facsimiles; process outgoing mail and facsimiles; and log incoming documents into LaRC Correspondence System within 4 working hours of receipt on average.
- SOW 5.4.8 Maintain filing system and retrieve information from organizational files within 4 working hours of receipt on average.
- SOW 5.4.8 Provide ODIN support by negotiated deadline.
- SOW 5.4.8 Provide photocopying of a variety of documentation within 2 working hours of receipt on average.
- SOW 5.4.8 Maintain sufficient inventory of supplies; identify stock for reorder and notify NASA point of contact; and receive and stock items with no more than 1 customer complaint per month.
- SOW 5.4.8 Schedule meetings (via electronic calendar) for office management and staff; arrange conference rooms and ensure needed equipment is available; and photocopy handouts, agendas, and other material needed for participants within 4 working hours of receipt on average.
- SOW 5.4.8 Disseminate to branch employees new and/or revised Branch, Directorate, Center, and Agency policies, directives, and other documents via e-mail, staff meetings, etc., within 4 working hours of receipt on average.
- SOW 5.4.8 Complete equipment inventory by negotiated deadline.
- SOW 5.4.8 Submit monthly safety inspection reports for Branch management into the on-line Supervisory Safety Inspection System within 2 hours before deadline.
- SOW 5.4.8 Prepare and submit foreign and domestic travel authorizations and vouchers into on-line Travel Manager System; make reservations as required; and enter travel into control log within 4 working hours of receipt on average.
- SOW 5.4.8 Prepare and submit foreign travel packages within 5 weeks prior to travel departure date.
- SOW 5.4.8 Prepare and process correspondence, agendas, presentations, spreadsheets, forms, etc., in proper format and correct grammar, and log outgoing documents in LaRC Correspondence System as appropriate within 4 working hours of receipt on average or by negotiated deadline.
- SOW 5.4.8 Receive and screen all visitors and telephone calls for the Branch office in a professional manner with no more than 1 customer complaint per month.
- SOW 5.4.8 Maintain suspense files and track all action items; and provide follow-up to ensure completion by established deadlines.
- SOW 5.4.8 Maintain program manager's calendar and provide SROintment reminders, update as necessary, and coordinate meeting locations within 4 hours of receipt
- SOW 5.4.8 Attend organizational meetings and take notes, record actions, and distribute minutes to attendees as required within 6 working hours of receipt on average.
- SOW 5.4.8 Prepare and submit purchase requisitions into current financial system; enter purchases into control log within 4 working hours of receipt on average.
- SOW 5.4.8 Maintian electronic distribution lists and complete actions within 4 hours of receipt.

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- SOW 5.4.8 Coordinates and performs administrative activities for workshops, peer reviews, etc., hosted by organization. Completed with no more than one customer complaint per event.
- SOW 5.4.10 Sort and distribute incoming mail and facsimiles; process outgoing mail and facsimiles; and log incoming documents into LaRC Correspondence System within 4 working hours of receipt on average.
- SOW 5.4.10 Maintain filing system and retrieve information from organizational files within 4 working hours of receipt on average.
- SOW 5.4.10 Dispose of organizational files by negotiated deadline.
- SOW 5.4.10 Provide photocopying of a variety of documentation within 2 working hours of receipt on average.
- SOW 5.4.10 Maintain sufficient inventory of supplies; identify stock for reorder and notify NASA point of contact; and receive and stock items with no more than 1 customer complaint per month.
- SOW 5.4.10 Schedule meetings (via electronic calendar) for office management and staff; arrange conference rooms and ensure needed equipment is available; and photocopy handouts, agendas, and other material needed for participants within 4 working hours of receipt on average.
- SOW 5.4.10 Prepare and submit weekly Key Activities to Directorate Office within 2 hours before deadline.
- SOW 5.4.10 Disseminate to branch employees new and/or revised Branch, Directorate, Center, and Agency policies, directives, and other documents via e-mail, staff meetings, etc., within 4 working hours of receipt on average.
- SOW 5.4.10 Submit technical publication/presentation records through the current on-line Technical Publication Submittal and Approval System within 6 working hours of receipt on average.
- SOW 5.4.10 Submit monthly safety inspection reports for Branch management into the on-line Supervisory Safety Inspection System within 2 hours before deadline.
- SOW 5.4.10 Prepare and submit foreign and domestic travel authorizations and vouchers into on-line Travel Manager System; make reservations as required; and enter travel into control log within 4 working hours of receipt on average.
- SOW 5.4.10 Prepare and submit foreign travel packages within 5 weeks prior to travel departure date.
- SOW 5.4.10 Prepare and process correspondence, agendas, presentations, spreadsheets, forms, etc., in proper format and correct grammar, and log outgoing documents in LaRC Correspondence System as appropriate within 4 working hours of receipt on average or by negotiated deadline.
- SOW 5.4.10 Receive and screen all visitors and telephone calls for the Branch office in a professional manner with no more than 1 customer complaint per month.
- SOW 5.4.10 Maintain suspense files and track all action items; and provide follow-up to ensure completion by established deadlines.
- SOW 5.4.10 Post activities and action due dates for Branch Head and Assistant Branch Head(s) on electronic calendar within 4 working hours of receipt on average.

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- SOW 5.4.10 Attend organizational meetings and take notes, record actions, and distribute minutes to attendees as required within 6 working hours of receipt on average.
- SOW 5.4.10 Prepare and submit purchase requisitions into current financial system; enter purchases into control log within 4 working hours of receipt on average.
- SOW 5.4.11 Sort and distribute incoming mail and facsimiles; process outgoing mail and facsimiles; and log incoming documents into LaRC Correspondence System within 4 working hours of receipt on average.
- SOW 5.4.11 Maintain filing system and retrieve information from organizational files within 4 working hours of receipt on average.
- SOW 5.4.11 Dispose of organizational files by negotiated deadline.
- SOW 5.4.11 Provide photocopying of a variety of documentation within 2 working hours of receipt on average.
- SOW 5.4.11 Maintain sufficient inventory of supplies; identify stock for reorder and notify NASA point of contact; and receive and stock items with no more than 1 customer complaint per month.
- SOW 5.4.11 Schedule meetings (via electronic calendar) for office management and staff; arrange conference rooms and ensure needed equipment is available; and photocopy handouts, agendas, and other material needed for participants within 4 working hours of receipt on average.
- SOW 5.4.11 Prepare and submit weekly Key Activities to Directorate Office within 2 hours before deadline.
- SOW 5.4.11 Disseminate to branch employees new and/or revised Branch, Directorate, Center, and Agency policies, directives, and other documents via e-mail, staff meetings, etc., within 4 working hours of receipt on average.
- SOW 5.4.11 Submit technical publication/presentation records through the current on-line Technical Publication Submittal and Approval System within 6 working hours of receipt on average.
- SOW 5.4.11 Submit monthly safety inspection reports for Branch management into the on-line Supervisory Safety Inspection System within 2 hours before deadline.
- SOW 5.4.11 Prepare and submit foreign and domestic travel authorizations and vouchers into on-line Travel Manager System; make reservations as required; and enter travel into control log within 4 working hours of receipt on average.
- SOW 5.4.11 Prepare and submit foreign travel packages within 5 weeks prior to travel departure date.
- SOW 5.4.11 Prepare and process correspondence, agendas, presentations, spreadsheets, forms, etc., in proper format and correct grammar, and log outgoing documents in LaRC Correspondence System as appropriate within 4 working hours of receipt on average or by negotiated deadline.
- SOW 5.4.11 Receive and screen all visitors and telephone calls for the Branch office in a professional manner with no more than 1 customer complaint per month.
- SOW 5.4.11 Maintain suspense files and track all action items; and provide follow-up to ensure completion by established deadlines.

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- SOW 5.4.11 Post activities and action due dates for Branch Head and Assistant Branch Head(s) on electronic calendar within 4 working hours of receipt on average.
- SOW 5.4.11 Attend organizational meetings and take notes, record actions, and distribute minutes to attendees as required within 6 working hours of receipt on average.
- SOW 5.4.11 Prepare and submit purchase requisitions into current financial system; enter purchases into control log within 4 working hours of receipt on average
- SOW 5.4.12 Distribute incoming mail and faxes and process outgoing mail within 2 working hours of receipt.
- SOW 5.4.12 Fill requests for files within 4 working hours of receipt.
- SOW 5.4.12 Prepare presentation transparencies and handouts within 4 working hours of receipt of request.
- SOW 5.4.12 Send faxes within 2 working hours.
- SOW 5.4.12 Maintain sufficient office supplies to fill all requests for standard items.
- SOW 5.4.12 Schedule meetings and post activities and deadlines for Branch Head and Assistant Branch Head on electronic calendar within 4 working hours of receipt.
- SOW 5.4.12 Prepare forms as necessary (electronically or hard copy) on average within 4 working hours of receipt of request.
- SOW 5.4.12 Submit weekly Key Activities to Directorate Office within 2 hours before deadline.
- SOW 5.4.12 Communicate to branch employees new administrative policies and directives via e-mail or staff meetings within 4 working hours of receipt.
- SOW 5.4.12 Prepare Safety Inspection for Branch Head into the Supervisory Safety Inspection System via web within 2 hour before deadline.
- SOW 5.4.12 Type letters/memos/agendas/proposals in proper format and grammar and log in web-based LaRC Correspondence System on average within 4 working hours of receipt of request.
- SOW 5.4.12 Receive and screen all visitors and telephone calls for the Branch Head and Assistant Branch Head in a professional manner.SOW 5.4.12 Sort and distribute incoming mail and facsimiles; process outgoing mail and facsimiles; and log incoming documents into LaRC Correspondence System within 4 working hours of receipt on average.
- SOW 5.4.12 Maintain filing system and retrieve information from organizational files within 4 working hours of receipt on average.
- SOW 5.4.12 Dispose of organizational files by negotiated deadline.
- SOW 5.4.12 Provide photocopying of a variety of documentation within 2 working hours of receipt on average.
- SOW 5.4.12 Maintain sufficient inventory of supplies; identify stock for reorder and notify NASA point of contact; and receive and stock items with no more than 1 customer complaint per month.
- SOW 5.4.12 Schedule meetings (via electronic calendar) for office management and staff; arrange conference rooms and ensure needed equipment is available; and

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- photocopy handouts, agendas, and other material needed for participants within 4 working hours of receipt on average.
- SOW 5.4.12 Prepare and submit weekly Key Activities to Directorate Office within 2 hours before deadline.
- SOW 5.4.12 Disseminate to branch employees new and/or revised Branch, Directorate, Center, and Agency policies, directives, and other documents via e-mail, staff meetings, etc., within 4 working hours of receipt on average.
- SOW 5.4.12 Submit technical publication/presentation records through the current on-line Technical Publication Submittal and Approval System within 6 working hours of receipt on average.
- SOW 5.4.12 Submit monthly safety inspection reports for Branch management into the on-line Supervisory Safety Inspection System within 2 hours before deadline.
- SOW 5.4.12 Prepare and submit foreign and domestic travel authorizations and vouchers into on-line Travel Manager System; make reservations as required; and enter travel into control log within 4 working hours of receipt on average.
- SOW 5.4.12 Prepare and submit foreign travel packages within 5 weeks prior to travel departure date.
- SOW 5.4.12 Prepare and process correspondence, agendas, presentations, spreadsheets, forms, etc., in proper format and correct grammar, and log outgoing documents in LaRC Correspondence System as appropriate within 4 working hours of receipt on average or by negotiated deadline.
- SOW 5.4.12 Receive and screen all visitors and telephone calls for the Branch office in a professional manner with no more than 1 customer complaint per month.
- SOW 5.4.12 Maintain suspense files and track all action items; and provide follow-up to ensure completion by established deadlines.
- SOW 5.4.12 Post activities and action due dates for Branch Head and Assistant Branch Head(s) on electronic calendar within 4 working hours of receipt on average.
- SOW 5.4.12 Attend organizational meetings and take notes, record actions, and distribute minutes to attendees as required within 6 working hours of receipt on average.
- SOW 5.4.12 Prepare and submit purchase requisitions into current financial system; enter purchases into control log within 4 working hours of receipt on average
- SOW 5.4.13 Sort and distribute incoming mail and facsimiles; process outgoing mail and facsimiles; and log incoming documents into LaRC Correspondence System within 4 working hours of receipt on average.
- SOW 5.4.13 Maintain filing system and retrieve information from organizational files within 4 working hours of receipt on average.
- SOW 5.4.13 Dispose of organizational files by negotiated deadline.
- SOW 5.4.13 Provide photocopying of a variety of documentation within 2 working hours of receipt on average.
- SOW 5.4.13 Maintain sufficient inventory of supplies; identify stock for reorder and notify NASA point of contact; and receive and stock items with no more than 1 customer complaint per month.

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- SOW 5.4.13 Schedule meetings (via electronic calendar) for office management and staff; arrange conference rooms and ensure needed equipment is available; and photocopy handouts, agendas, and other material needed for participants within 4 working hours of receipt on average.
- SOW 5.4.13 Prepare and submit weekly Key Activities to Directorate Office within 2 hours before deadline.
- SOW 5.4.13 Disseminate to branch employees new and/or revised Branch, Directorate, Center, and Agency policies, directives, and other documents via e-mail, staff meetings, etc., within 4 working hours of receipt on average.
- SOW 5.4.13 Prepare and submit travel authorizations and vouchers into on-line Travel Manager System; make reservations as required; and enter travel into control log within 4 working hours of receipt on average.
- SOW 5.4.13 Prepare and process correspondence, agendas, presentations, spreadsheets, forms, etc., in proper format and correct grammar, and log outgoing documents in LaRC Correspondence System as appropriate within 4 working hours of receipt on average or by negotiated deadline.
- SOW 5.4.13 Receive and screen all visitors and telephone calls for the Branch office in a professional manner with no more than 1 customer complaint per month.
- SOW 5.4.13 Maintain suspense files and track all action items; and provide follow-up to ensure completion by established deadlines.
- SOW 5.4.13 Attend organizational meetings and take notes, record actions, and distribute minutes to attendees as required within 6 working hours of receipt on average.
- SOW 5.4.16 Maintain filing system and retrieve information from organizational files within one business day of receipt on average.
- SOW 5.4.16 Dispose of organizational files by negotiated deadline.
- SOW 5.4.16 Maintain suspense files and track OSS PERSEC action items; and provide follow-up to ensure completion by established deadlines.
- SOW 5.4.16 Provide photocopying of a variety of documentation within 2 working hours of receipt on average.
- SOW 5.4.16 Prepare and process correspondence, forms, etc., in proper format and correct grammar within one business day of receipt on average or by negotiated deadline.
- SOW 5.4.16 Sort and distribute incoming mail and facsimiles; process outgoing mail and facsimiles; within one business day of receipt on average.
- SOW 5.4.17 Sort and distribute incoming badging case actions and facsimiles; process outgoing badging case actions and facsimiles; within one business day of receipt on average.
- SOW 5.4.17 Maintain files on badging case actions and retrieve information from organizational files within one business day of receipt on average.
- SOW 5.4.17 Prepare and process badges, etc., using NASA badging software during customer contact and process supporting documentations required by the type of badging case.
- SOW 5.4.17 Maintain suspense file systems and track OSS Badging case action items; and provide follow-up to ensure completion.

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- SOW 5.4.17 Provide photocopying and scanning of a variety of documentation, including I9 documentation, during customer contacts to support badging case operations.
- SOW 5.5 Answer telephones, normally within 3 rings and route calls to appropriate officials within 5 min. Respond to applicant inquiries with 24 hours 98% of the time.
- SOW 5.5 Protect Privacy Act and sensitive information.
- SOW 5.5 Files all hard copy and electronic HR related documentation within 48 hours (i.e. 2 working days) to appropriate files 98% of the time.
- SOW 5.5 Provides requested report(s) within 2 hours of request or as documented on a weekly, biweekly, monthly, quarterly basis, 98% of the time.
- SOW 5.5 Process and prepare accurate documentation for procurements, training requests (e.g., purchase requests and credit card transactions) within 12 working hours. Process emergency requests immediately.
- SOW 5.5 Ensure that classrooms, materials, and equipment, including computers and audio-visual equipment, are ready for LaRC classes and meetings arranged by TDERB according to schedule and instructions.
- SOW 5.5 Provide courteous, prompt, knowledgeable assistance to customers of the MEC.
- SOW 5.5 Maintain accurate records of completed training.
- SOW 5.5 Input accurate and complete class administration data within 1 working day.
- SOW 5.5 Accurately prepare training and awards committee materials (arrange reproduction, assemble and deliver) for classes and meetings both on and off Center. Materials must be prepared and delivered within specified timeframes (see Performance Metrics).
- SOW 5.6 Receive and forward communications from the contractor within 1 work day of request.
- SOW 5.6 Track and maintain electronic email files of all communications from the COTR and with the NIA generally within 4 hours of receipt.
- SOW 5.6 Provide purchase request guidance and respond to inquiries within 1 work day of request, electronically and telephonically.
- SOW 5.6 Track NIA activities and tasks under the Cooperative Agreement and Task Order such that tasks are accurately monitored within 2 work days of receipt.
- SOW 5.6 Execute logistics for meeting planning and coordination within same day of request.
- SOW 5.6 The direct actions of the Awards Liaison Officer, including board action awards and tech brief awards, contribute significantly to SRO's efforts to foster and support invention, innovation, and partnerships through outreach and marketing programs. The goal shall be to meet or exceed the number and value of these awards from the previous year.
- SOW 5.6 All applications, nominations, and other materials required by the various award processes meet deadlines and the information provided is accurate and complete.
- SOW 5.6 All customer interactions are conducted in a professional manner with particular emphasis on meeting the expectations of the customer.

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- SOW 5.8 Maintain accurate up-to-date action list, weekly reports, and monthly invoice report.
- SOW 5.8 Deliver meeting notes, weekly reports, and monthly invoice reports on time.
- SOW 5.8 Documentation is complete, accurate, and delivered on time.
- SOW 5.8 Data calls/Reports are clear, concise, accurate, and delivered on time.
- SOW 5.9 Distribute reports of student rosters, personnel folders, and program applications within 2 working days after reporting period.
- SOW 5.9 Process the Administrator's 90-day report on schedule.
- SOW 5.9 Update Langley's electronic calendars within 1 hour after agreed schedule.
- SOW 5.9 Develop, process, and distribute program selection and rejection letters on schedule.
- SOW 5.9 Deliver minutes/notes for staff/program update meetings on schedule.
- SOW 5.9 Protect Privacy Act, Commercial Business Information (CBI) and sensitive information.
- SOW 5.9 Provide all backup file documentation for program funding modifications or supplements for University Affairs Officer (UAO) signature on average within 8 working hours and with less than 3% error rate.
- SOW 5.9 Provide word processing and data management services on average within 8 working hours and with less than 3% error rate.
- SOW 5.9 Ahead of schedule, solicit, receive, and process at least 75% of student applications for the program and direct student applications to the proper LaRC Research Mission Directorate.
- SOW 5.9 Coordinate activities for at least 90% of annual pre-service teacher conference/Institutes prior to the event date.
- SOW 5.9 Modify website on average within 4 working days of request or within 4 working hours of time negotiated.
- SOW 5.9 Process requests from colleges and universities for LaRC tours for faculty and students without error.
- SOW 5.9 Confirm acceptances for participants selected; input data into database on all selections, outcomes, and evaluation surveys without error.
- SOW 5.9 Plan and coordinate bi-annual Fellow Workshop without error.
- SOW 5.9 Coordinate annually with LaRC researchers and program offices to update and revise the Research Opportunities for all programs without error.
- SOW 5.9 Program and maintain 4th Dimension database and NASA Portal, maintain program web sites, and perform technical writing and photography for OSCE events without error.
- SOW 5.9 Develop a model teacher education and enhancement program in science, mathematics, and technology with no discrepancies.
- SOW 5.9 Conduct an annual conference and summer institutes with no discrepancies.
- SOW 5.9 Recruit with an 80% success rate conference and institute participants from HBCUs, HSIs, and TCUs, and those majority institutions that serve underserved populations.

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- SOW 5.9 Ensure an external formative and summative program evaluation is completed with no discrepancies.
- SOW 5.9 Coordinate agency-wide faculty facilitator training for summer institutes with no discrepancies.
- SOW 5.9 Planning, marketing, coordinating and directing activities associated with of the national conference, resulting in conference held with no discrepancies.
- SOW 5.9 Make senior-level executive decision that support NASA's education's goals and Mission with no incorrect judgments.
- SOW 5.9 Effectively communicate both orally and in writing to diverse populations.
- SOW 5.9 Provide aerospace careers' information upon request with no discrepancies.
- SOW 5.9 Plan and coordinate tours of the Center with no discrepancies.
- SOW 5.10 Enter budgetary data on time and accurately.
- SOW 5.10 Run and distribute weekly/monthly Central Business Computing Center financial reports within 2 working days..
- SOW 5.10 Respond satisfactorily to customer inquiries within agreed to schedule
- SOW 5.10 Develop and distribute customized daily/weekly/monthly spreadsheet and database reports within 1 working day.
- SOW 5.11 Hyper-link all presentation and backup materials to the agenda on the NRB website 4 hours after the official due date of NESC presentations.
- SOW 5.11 Verify NRB presentations render correctly the day before the NRB meeting.
- SOW 5.11 Prepare a comprehensive draft and final transcript of meeting minutes including: adhere to Guidelines for Preparing NRB Minutes provided by the NRB Executive Secretary; error free documents regarding grammatical and formatting content; post draft minutes on the NRB website 4 working days after NRB meeting; post approved Draft of NRB Minutes on the NRB website 2 working days after receiving corrections from the NRB Executive Secretary; post approved Final NRB Minutes (signed by NESC Director) on the NRB website within 8 hours of receipt
- SOW 5.11 Establish and maintain official files for NRB within 2 working days of request.
- SOW 5.11 Provide NESC Management, NESC Chief Engineer, and the NRB Executive Secretary with an NRB notebook which contains all NRB documentation for scheduled NRB. Notebooks shall be delivered by 8 a.m. the day before scheduled NRB. Contact the NRB Executive Secretary the morning NRB books are due if there are any outstanding presentations to determine alternative plan.
- SOW 5.11 Maintain and update list of NRB Actions Items and post on NRB website by noon every Friday.
- SOW 5.11 Submit all final documents to the Langley Center Export Administrator for export control review within 2 working days of request.
- SOW 5.11 Submit specified documentation to the NESC CC system and check for accuracy within 8 hours of request.
- SOW 5.11 Protect Privacy Act, Commercial Business Information, classified and sensitive information

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- SOW 5.11 Deliver final graphics products 1 working day before requested due date.
- SOW 5.11 Present Contractor's accomplishment log within 4 working days after the end of the month.
- SOW 5.12.1 Maintain Center Directives such that all Center Directives are documented, no negative feedback is received from directive owners/authors, and the backlog of new/revised directives pending processing is less than 10 %
- SOW 5.12.1 Maintain LMS Library such that all Center Directives are available in the LMS Library, no negative feedback is received from the LMS Library users, and the backlog of directives pending entry/update In the library is less than 10%
- SOW 5.12.1 Support NASA DMO such that all appropriate Langley Directives are current in NODIS, no negative feedback is received from the NASA DMO, trip reports are delivered within 5 working days of trip completion, and reviews/comments of NASA Directives are completed within the requested time
- SOW 5.12.1 Facilitate LMS POC Team such that LMS POC Team meetings occur as scheduled and LMS POC Team is effectively and efficiently used to help execution of Tasks 1, 2, and 3. (within the first 60 days of order start)
- SOW 5.12.1 Provide continuous improvement such that quarterly evaluation completed within 60 days, annual benchmark study against another center completed within 6 months of order start and once annually there after, identified corrective/preventative/improvement measures are implemented within the prescribed time and are effective, and no negative feedback from the Langley Management Feedback System
- SOW 5.12.1 Communications are maintained such that required weekly verbal report and monthly written report are complete, concise, and delivered on time; no negative feedback is received regarding required reports; and no negative feedback is received regarding the directives related training
- SOW 5.12.2 Customer survey should be less than 10% negative feedback.
- SOW 5.12.2 The backlog of records pending processing is less than 10%.
- SOW 5.12.2 Trip reports are delivered within 5 working days of trip completion.
- SOW 5.12.2 RLO Team meetings occur as scheduled.
- SOW 5.12.2 Records Management related knowledge, processes, and key points of contact are documented and the "Status Report for Transfer of Operations" delivered on time.
- SOW 5.12.2 Quarterly evaluation completed within 60 days after start of this order and once quarterly there after.
- SOW 5.12.2 Annual benchmark study against another center completed within 6 months of task start and once annually thereafter.
- SOW 5.12.2 Identified corrective/preventative/improvement measures are implemented within the prescribed time and are effective.
- SOW 5.12.2 Required weekly verbal report and monthly written report are complete, concise, and delivered on time.
- SOW 5.12.2 No negative feedback received regarding the directives related training
- SOW 5.13 Report on activities within 5 working days after end of month.

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- SOW 5.13 Survey hosts and of attendees for main conferences with 95% positive feedback.
- SOW 5.13 Maintain conference facilities and conference equipment in good working order 95% of the time.
- SOW 5.13 Conference services provided with positive feedback on 97% of conference events.
- SOW 5.13 Post information on 3 Center marquees 1 day before deadline.
- SOW 5.13 Familiarize all speakers with audiovisual equipment, with positive feedback received on 95% of conference events.
- SOW 5.13 Maintain audiovisual equipment in good working order 95% of the time.
- SOW 5.13 Produce 5 photographs per month that are accepted for publication in internal newspapers, national aerospace magazine, or by wire service.
- SOW 5.13 Respond to requests with publication-quality photographs within deadline and receiving positive feedback on 95% of activities.
- SOW 5.13 Respond to requests with broadcast-quality video products, receiving positive feedback on 95% of activities.
- SOW 5.13 Produce 3 to 4 video products, including video news releases, video files, and live shots, per quarter.
- SOW 5.13 Produce 2 to 3 multimedia products per month.
- SOW 5.13 Log in FOIA requests within 1-2 working days of receipt.
- SOW 5.13 Submit draft of official response to FOIA Officer within 4-5 working days of receipt of request.
- SOW 5.13 Submit initial determination letters to FOIA Officer within 2 working days of assigned due date.
- SOW 5.13 Update FOIA log and metrics within 4 working hours.
- SOW 5.13 Maintain Office of Public Affairs VIP mailing lists.
- SOW 5.13 Coordinate mailings according to deadline and reaching 95% of recipients.
- SOW 5.13 Prepare error-free staffing schedules and packages 2 working days ahead of deadline.
- SOW 5.13 Produce error-free event materials, fact sheets, and feature articles 2 working days ahead of deadline.
- SOW 5.13 Produce error-free written materials including news releases, fact sheets, features, portal stories 3 working days ahead of deadlines.
- SOW 5.13 Produce error-free broadcast news media products 3 working days ahead of deadlines.
- SOW 5.13 Coordinate 5 to 6 media visits, inquiries, and press conferences per month.
- SOW 5.13 Produce 25 editions of Researcher News that conform to cited standards.
- SOW 5.13 Post Researcher News Online within 3 business day of submission of print edition.
- SOW 5.13 Post breaking news to Research News Online within 2 hours of receiving information.
- SOW 5.13 Respond to Langley Public requests within 4 working days of receipt.

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- SOW 5.13 Compose customized responses to Langley Public Library within 8 working days of receipt.
- SOW 5.13 95% of random sample of responses are complete, error-free, reflect current NASA and LaRC mission and programs, and meet deadline.
- SOW 5.13 Update database inventory bi-weekly.
- SOW 5.13 Respond to requests for speakers within 4 working days of receipt of request.
- SOW 5.13 Update Speaker Bureau database within 4 working days of inquiry or talk.
- SOW 5.13 Provide speaker metrics within 4 working days of inquiry.
- SOW 5.13 Provide current Speaker Bureau lists within 1 hour after receipt of request.
- SOW 5.13 Submit accurate letters of invitation/thanks within 5 working days of receipt of request.
- SOW 5.13 Ensure that exhibits are delivered within 3 days prior to deadline and within budget allocated.
- SOW 5.13 Update electronic Traveling Exhibits catalog bi-weekly.
- SOW 5.13 Survey requesters of traveling exhibits, with positive feedback received from 95%.
- SOW 5.14 Provide effective communication services for individuals with hearing impairment on time and accurately.
- SOW 5.14 Maintain interpreter services appointment calendar.
- SOW 5.14 Respond satisfactorily to customer inquiries within agreed to schedule.
- SOW 5.14 Develop and distribute customized monthly spreadsheet and database reports within 10 business days.

5.3.1 Simplified Acquisition Award and Administration

Outcome/Standard	Minimum Acceptable Performance (Satisfactory)	Acceptable Performance (Good)	Performance Goal (Excellent)
<u>Purchase Order Award</u> <u>Lead time:</u> Award of purchase orders within the agency lead time metrics or sooner if a purchase order is considered urgent and identified as such. The agency lead time metrics are 30 days for purchase orders less than \$15,000; 35 days for actions from over \$15,000 to \$150,000; and 111 days for purchase orders over \$150,000 to \$6,500,000	Average lead time no more than 30 days for purchase orders less than \$15,000	Average lead time no more than 24 days for purchase orders \$15,000 or less	Average lead time no more than 19 days for purchase orders \$15,000 or less
	Average lead time no more than 35 days for purchase orders over \$15,000 to \$150,000	Average lead time no more than 29 days for purchase orders over \$15,000 to \$150,000	Average lead time no more than 24 days for purchase orders over \$15,000 to \$150,000
	Average lead time no more than 111 days for purchase orders over \$150,000 to \$6,500,000	Average lead time no more than 90 days for purchase orders over \$150,000 to \$6,500,000	Average lead time no more than 60 days for purchase orders over \$150,000 to \$6,500,000
<u>Accuracy of Purchase Order and/or modification document, accompanying file, and any document requiring CO signature</u>	10% returned for correction by primary CO	5% to 9% returned for correction by primary CO	Less than 5% returned for correction by primary CO

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Purchase Order <u>Delinquency</u> Administration ("Open Purchase Order" is defined as awards retained or provided to the Contractor for administration where the period of performance has not expired. "Delinquent Purchase Order" is defined as awards retained or provided to the Contractor for administration where the period of performance has expired beyond 5 business days.)	Delinquency rate (delinquent purchase orders/total open purchase orders) less than 10%, to exclude delays caused by government personnel and vendors	Delinquency rate (delinquent purchase orders/total open purchase orders) less than 7%, to exclude delays caused by government personnel and vendors	Delinquency rate (delinquent purchase orders/total open purchase orders) less than 3%, to exclude delays caused by government personnel and vendors
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5.3.2 Data Verification and Entry

Outcome/Standard	Minimum Acceptable Performance (Satisfactory)	Acceptable Performance (Good)	Performance Goal (Excellent)
Complete FPDS-Ng records in a timely manner	Complete data verification, draft record entry and record approval within 24 hours, on average, of receipt of file	Complete data verification, draft record entry and record approval within 16 hours, on average, of receipt of file	Complete data verification, draft record entry and record approval within 8 hours, on average, of receipt of file
Accuracy of reports completed	≤5 % of files returned for correction due to Contractor error	≤3 % of files returned for correction due to Contractor error	No files returned for correction due to Contractor error

Table 5.1 Applicable Laws, Regulations, Standards and Directives for Administrative Services (SOW 5)

Applicable Laws, Regulations Standards, and Directives	SOW Area
Laws	
5 USC 552a, Privacy Act of 1974	5.5
Title VII of the Civil Rights Act of 1964 (Pub. L. 88-352) as amended	5.14
Rehabilitation Act of 1973 Sections 501 and 505 as amended	5.14
Americans with Disabilities Act of 1990; Americans with Disabilities Amendments Act of 2008 (Pub. L. 110-325) (ADAAA)	5.14
Federal Regulations, Executive Orders, and Guidance	
41 CFR Subtitle F Parts 300, 301 and 302, Federal Travel Regulations.	5.2
Procurement Notices (PN)	5.3
Federal Acquisition Circulars (FAC)	5.3
OPM Guide to Processing Personnel Actions	5.5
Title 14, Code of Federal Regulations, Part 1209	5.6.3
Title 14, Code of Federal Regulations, Part 1240	5.6.3
Title 14, Code of Federal Regulations, Part 1245	5.6.3
Title 14, Code of Federal Regulations, Part 1206	5.13.1

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Applicable Laws, Regulations Standards, and Directives	SOW Area
Exec. Order No. 13,164, 3 C.F.R. 286 (2000)	5.14
Executive Order 11478; Executive Order 13126	5.14
Federal Sector Equal Employment Opportunity, 29 C.F.R. Part 1614	5.14
NASA and Langley Directives	
NASA Financial Management Manual	5.2, 5.11
LPR 9700.1, Travel Guidance	5.2, 5.11
FMM 9700, NASA Federal Travel Regulation Supplement (NFTRS)	5.2, 5.11
FMM 9630, Voucher Examination and Payment	5.2, 5.11
NASA FAR Supplement (NFS)	5.3
Procurement Information Circulars (PIC)	5.3
PIC 00-20, Individual Procurement Action Reporting	5.3
The Commercial And Government Entity (CAGE) Codes	5.3
NPR 2800.1, Managing Information Technology	5.4
NPR 1450.10C, NASA Procedures and Guidelines, NASA Correspondence Management and Communications Standards and Style	5.4, 5.11
LPR 1450.1, Langley Office Correspondence Procedures	5.4
NPR 1620.1, NASA Security Procedures and Guidelines	5.4
NPR 4200.2B, NASA Equipment Management Manual for Property Custodians	5.4
NPR 3451.1, NASA Awards and Recognition Program	5.5
AdminSTAR User's Manual	5.5
NTDS User and Operations Guide (UOG)	5.5
LPR 1440.7, Langley Research Center Records Management Procedural Requirements	5.12
LPR 1040.3, Continuity of Operations	5.12
LPR-1046.1, Langley Research Center Emergency Plan	5.12
LAPD 1000.1, Langley Management System (LMS) Policy Manual	5.12
NPD 1383.2A, NASA Assistance to Non-Government, Entertainment-Oriented Motion Picture, Television, Video and Multimedia Productions/Enterprises, and Advertising	5.13.1, 5.13.2
NPD 1383.1B, Release and Management of Audiovisual Products and Services	5.13.1
NPD 1490.1F, NASA Printing, Duplicating, Copying, Forms, and Mail Management	5.13.3
NPR 1490.5A, NASA Procedural Requirements for Printing, Duplicating, and Copying Management w/Change #1	5.13.3
NHB 1430.2, Exhibit Design Guidelines Panelview Exhibit System	5.13.3, 5.13.5
NPD 1387.2F, Use, Control, and Loan of Lunar Samples for Public and Educational Purposes	5.13.3, 5.13.4
NPD 1387.1F, NASA Exhibits Program	5.13.3, 5.13.4
NPR 1387.1, NASA Exhibits Program w/ Change 1	5.13.4
NPR 4200.1E, NASA Equipment Management Manual	5.13.3,

Applicable Laws, Regulations Standards, and Directives	SOW Area
	5.13.4
NASA Graphics Standards Manual (NP-121)	5.13.3, 5.13.4, 5.13.5
LPR 2220.1, Planning and Documenting the Technical Conference.	5.13.1, 5.13.5
NPD 3713.8A, Provision of Reasonable Accommodation for Individuals With Disabilities.	5.14
NPR 3713.1A Reasonable Accommodation Procedures	5.14
Other	
Other IT Contracts	5.8.1
ODIN, ACES, NICS, EAST, WEST	

Table 5.2 Special System Requirements for Administrative Services

Application/System Requirements	SOW Area
Comparable ODIN seat – GP2	5
Contractor computers must access the Government-furnished systems/applications listed below	5
Microsoft Office – Word, Excel, PowerPoint	5
Microsoft Project	5.4
Foxpro	5.2
Adobe Writer	5.4, 5.11
Microsoft Access	5.5
Informed Filler	5

Government-Furnished Applications/ Systems	SOW Area
NASA mainframe applications:	
NASA Budget System	5.1
NASA Integrated Enterprise Management System	5.1, 5.11
Business Warehouse (BW)	5.1
Workforce Integrated Management System (WIMS)	5.1
FWOCS (Fab Work Control System)	5.1
Workforce Transformation Tracking System (WTTS)	5.5
SATERN (Training)	5.5
NASA Automated Awards System (NAAS)	5.5
e-OPF	5.5
NASA TechTracS	5.6.3
FPPS Datamart	5.10.3
HCIE Portal	5.10.3
CMS – Competency Management System	5.10.3
Langley-unique systems and applications:	

Government-Furnished Applications/ Systems	SOW Area
Langley Budgetary Planning System – Mainframe application	5.1
Langley Task Agreement System – Web application	5.1
Langley Invoice Payment System – Mainframe application	5.2
Langley Bankcard System – Web-based client-server system	5.5
HyperX Archive System – Web-based archive management system	5.4
Commercial-off-the-shelf software (COTS)	
FRC Calc	5.5
Customized Access databases	5.5
Travel voucher tracking system – customized Foxpro database	5.2
Travel Manager - web-based automated travel management system	5.2, 5.11
Federal Procurement Data System (FPDS-NG)	5.3
PRISM Web-based procurement management system	5.3
RESUMIX - an electronic recruiting and staffing resume management support system	5.5

Table 5.3 Workload Statistics for Administrative Services

Workload for Resources Management (SOW 5.1)		
Function	Estimated quantity	Timeframe
Form 506 Resources Authority Warrants processed	400 documents	Annually
Financial reports run and distributed	100 reports	Weekly
Graphics support	45charts	Monthly
Customer inquiries	25calls/visits	Daily
Budgetary data entered into Planning System	2400 entries	Annually
Spreadsheet and database reports developed	30	Monthly
New reimbursable agreements requiring documentation and accounts	100 agreements	Annually
Reimbursable agreement reports	2 reports 4 reports 3 reports	Monthly Quarterly Annually

Workload for Financial Management Service Pool (SOW 5.2)		
Function	Estimated quantity	Timeframe
CBA Transactions reconciled	1,500 – 2,000	Monthly
Travel authorizations funds certified	400	Monthly
Travel authorizations approved in the e-Travel system	700	Monthly
Extended travel authorizations prepared	50	Annually
Extended travel vouchers prepared	75	Annually
Time spent responding to Call Center inquiries	2-3hr	Daily
NF-533 (Contractor Cost Report/CCR) Processing, Costing, and Analysis	100	Monthly
Perform Quarterly Uncosted Obligations Reviews	400 documents	Quarterly/

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Workload for Financial Management Service Pool (SOW 5.2)		
Function	Estimated quantity	Timeframe
		Monthly
Assistance with Data and Documentation Collection Process	12	Annually

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
ATP Office Financial and Administrative Support (SOW 5.4.2)		
No. of travel authorizations submitted to Travel Manager System	10	Monthly
NRA report/tracking/analysis	4	Yearly
BW reports/analyses generated	12	Yearly
Test Technology Investment tracking and analysis	12	Yearly
SBIR report/tracking/analysis – Phase I and Phase II	4	Yearly
Overall data collection and analysis for SCAP and ARMD reviews	4	Yearly
Chemistry and Dynamics Branch Support (SOW 5.4.3)		
No. mail stops supported	2	Daily
Pieces of incoming mail sorted and screened for distribution and filing	30	Monthly
Photocopies	30	Monthly
No. of documents retrieved and filed	40	Monthly
No. of supply inventories maintained	1	Monthly
Incoming faxes screened for distribution	20	Monthly
Outgoing faxes	30	Monthly
Distribution lists maintained	3	Yearly
No. of configuration and action item lists maintained	3	Weekly
No of web sites maintained	0	Monthly
No. of meetings supported	2	Weekly
No. of travel authorizations submitted to Travel Manager System	20	Monthly
ODIN POC requests processed	20	Monthly
OCIO Branch Office Support (5.4.4)		
No. mail stops supported:		
IMB	1	Daily
ITIB/MSB	3	Daily
Pieces of incoming mail sorted and screened for distribution and filing:		
IMB	0	Monthly
ITIB/MSB	40-50	Daily
Photocopies:		

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Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
IMB	4	Monthly
ITIB/MSB	8-10	Weekly
No. of documents retrieved and filed:		
IMB	4	Monthly
ITIB/MSB	10-15	Monthly
No. of supply inventories maintained:		
IMB	1	Yearly
ITIB/MSB	1	Yearly
Incoming faxes screened for distribution:		
IMB	80	Monthly
ITIB/MSB	20-25	Daily
Outgoing faxes:		
IMB	10	Monthly
ITIB/MSB	10-15	Weekly
Distribution lists maintained:		
IMB	5	Yearly
ITIB/MSB	5	Yearly
No. of configuration and action item lists maintained:		
IMB	2	Weekly
ITIB/MSB	2	Weekly
No of web sites maintained:		
IMB	0	Monthly
ITIB/MSB	0	Monthly
No. of meetings supported:		
IMB	2	Weekly
ITIB/MSB	3	Weekly
PRs created:		
IMB	15	Yearly
ITIB/MSB	20	Yearly
No. of travel authorizations submitted to Travel Manager System:		
IMB	2	Monthly
ITIB/MSB	10-12	Monthly
Personnel actions for periodic reviews:		
IMB	45	Yearly
ITIB/MSB	80	Yearly
BW reports/analyses generated:		
IMB	12	Yearly
ITIB/MSB	0	Yearly
Action item summaries generated for Branch telecons/meetings:		
IMB	1	Biweekly
ITIB/MSB	1	Weekly

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Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
Overall data collection and analysis for Branch and OCIO reviews:	4	Yearly
IMB	1	Yearly
ITIB/MSB		
Electronic calendars supported:	2	Daily
IMB	3	Daily
ITIB/MSB		
Action items tracked:	0	Weekly
IMB	5-10	Weekly
ITIB/MSB		
No. of visitors assisted:	0	Daily
IMB	15-20	Daily
ITIB/MSB		
ODIN POC requests processed:	0	Monthly
IMB	10	Monthly
ITIB/MSB		
5.4.5 RTD Branch Support		
No. of mail stops supported:	4	Daily
D301	1	
D307	2	
D309	1	
D312	1	
D319	1	
D320	1	
Pieces of incoming mail sorted and screened for distribution and filing:	47	Daily
D301	20	
D307	20	
D309	50	
D312	20	
D319	20	
D320	50	
No. of documents retrieved and filed:	20	Monthly
D301	60	
D307	40	
D309	25	
D312	20	
D319	20	
D320	60	
Photocopies:	20	Weekly
D301	12	
D307	20	
D309		

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Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
D312	20	
D319	15	
D320	50	
Incoming faxes screened for distribution: D301 D307 D309 D312 D319 D320	5 15 10 30 15 60	Weekly
Outgoing faxes: D301 D307 D309 D312 D319 D320	5 5 10 30 5 30	Weekly
No. of supply inventories maintained: D301 D307 D309 D312 D319 D320	3 1 2 1 1 1	Monthly
Distribution lists maintained: D301 D307 D309 D312 D319 D320	1 2 5 4 1 6	Weekly
No. of configuration and action item lists maintained: D301 D307 D309 D312 D319 D320	1 1 2 3 1 2	Weekly
No. of meetings supported: D301 D307 D309 D312	2 1 5 5	Monthly

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Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
D319	4	
D320	2	
No. of documents processed/typed via word processing (correspondence, charts, forms, viewgraphs):		
D301	10	Weekly
D307	10	
D309	25	
D312	2	
D319	4	
D320	10	
No. of records processed via data base systems (TPSAS, Supervisory Inspection System):		
D301	10	Monthly
D307	40	
D309	40	
D312	9	
D319	5	
D320	15	
Frequency of Directorate Office Support*:		
D301	2	Yearly
D307	2	
D309	1	
D312	2	
D319	2	
D320	2	
No. of travel authorizations submitted to Travel Manager System:		
D301	40	Monthly
D307	12	
D309	20	
D312	30	
D319	2	
D320	25	
PR's created:		
D301	144	Yearly
D307	144	
D309	50	
D312	200	
D319	0	
D320	0	
5.4.6 RTD Financial and Administrative Support		
Number of budgets to track and report:		
D3	6	Weekly

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Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
D307	6	Weekly
D301	6	Weekly
D305	6	Weekly
D308	3	Weekly
D309	24/36	Wk/Yearly
D313	6	Yearly
D302	6	Yearly
D3	2	Weekly
D316	2	Weekly
D314	2	Weekly
D318	2	Weekly
D321	0	NA
Number of financial reports to be generated:		
D3	1	Monthly
D307	1	Monthly
D301	1	Monthly
D305	1	Monthly
D308	3	Monthly
D309	24/36	wk/yearly
D313	6	Weekly
D302	6	Weekly
D3	0	NA
D316	2-4	Monthly
D314	2-4	Monthly
D318	2-4	Monthly
D321	2-4	Monthly
Number of personnel actions processed (reassignments, details, job announcements, etc.):		
D3	4	Yearly
D307	4	Yearly
D301	4	Yearly
D305	4	Yearly
D308	2	Monthly
D309	10	Yearly
D313	4	Yearly
D302	4	Yearly
D3	0	NA
D316	0	NA
D314	0	NA
D318	0	NA
D321	0	NA
Number of awards processed (monetary, HJE Reid, Honor Awards, etc.):		

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Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
D3	35	Yearly
D307	35	Yearly
D301	35	Yearly
D305	35	Yearly
D308	2	Monthly
D309	40	Yearly
D313	25	Yearly
D302	25	Yearly
D3	25	Yearly
D316	20	Yearly
D314	20	Yearly
D318	45	Yearly
D321	20	Yearly
Number of grants and/or contracts supported:		
D3	9	Semiannual
D307	9	Semiannual
D301	9	Semiannual
D305	9	Semiannual
D308	4	Monthly
D309	15	Yearly
D313	7	Yearly
D302	7	Yearly
D3	0	NA
D316	0	NA
D314	0	NA
D318	0	NA
D321	0	NA
Number of pieces of equipment requiring property management support:		
D3	120	Yearly
D307	120	Yearly
D301	120	Yearly
D305	120	Yearly
D308	5	Weekly
D309	300	Weekly
D313	780	Yearly
D302	120	Yearly
D3	0	NA
D316	100	Yearly
D314	100	Yearly
D318	100	Yearly
D321	100	Yearly
Number of ODIN requests processed:		

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Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
D3	5	Monthly
D307	5	Monthly
D301	5	Monthly
D305	5	Monthly
D308	1	Weekly
D309	5	Weekly
D313	5	Weekly
D302	5	Weekly
D3	10	Monthly
D316	5	Monthly
D314	5	Monthly
D318	5	Monthly
D321	5	Monthly
Number of publications submitted and bibliographies to maintain:		
D3	3	Monthly
D307	3	Monthly
D301	3	Monthly
D305	3	Monthly
D308	1	Weekly
D309	80	Yearly
D313	4	Weekly
D302	4	Weekly
D3	0	NA
D316	5	Monthly
D314	5	Monthly
D318	5	Monthly
D321	5	Monthly
Number of items submitted to the Integrator:		
D3	1	Monthly
D307	1	Monthly
D301	1	Monthly
D305	1	Monthly
D308	0	
D309	0	
D313	1	Monthly
D302	1	Monthly
D3	0	NA
D316	0	NA
D314	0	NA
D318	0	NA
D321	0	NA
Number of WebTADS to review and follow-up on does not		

Exhibit A - Modification 151

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
entail approval of employee WebTADS actions that require Government supervisor action:		
D3	30	Bi-Weekly
D307	30	B-Weekly
D301	30	Bi-Weekly
D305	30	Bi-Weekly
D308	4	Monthly
D309	12	Yearly
D313	4	Monthly
D302	4	Monthly
D3	0	NA
D316	18	Bi-Weekly
D314	18	Bi-Weekly
D318	45	Bi-Weekly
D321	18	Bi-Weekly
Frequency of collecting and entering workforce data:		
D3	4	Yearly
D307	4	Yearly
D301	4	Yearly
D305	4	Yearly
D308	1	Monthly
D309	1	Weekly
D313	1	Monthly
D302	1	Monthly
D3	0	NA
D316	0	NA
D314	0	NA
D318	2	Yearly
D321	0	NA
Number of mail stops supported:		
D3	1	Daily
D307	1	Daily
D301	1	Daily
D305	1	Daily
D308	1	Daily
D309	2	Daily
D313	1	Daily
D302	1	Daily
D3	2	Daily
D316	1	Daily
D314	1	Daily
D318	2	Daily
D321	1	Daily

Exhibit A - Modification 151

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
Pieces of incoming mail sorted and screened for distribution and filing:		
D3	90	Daily
D307	90	Daily
D301	90	Daily
D305	90	Daily
D308	30	Daily
D309	20	Daily
D313	30	Daily
D302	30	Daily
D3	20	Daily
D316	10	Daily
D314	10	Daily
D318	20	Daily
D321	10	Daily
Number of documents retrieved and filed:		
D3	30	Weekly
D307	30	Weekly
D301	30	Weekly
D305	30	Weekly
D308	5	Daily
D309	10	Weekly
D313	5	Daily
D302	5	Daily
D3	10	Monthly
D316	10	Monthly
D314	10	Monthly
D318	10	Monthly
D321	10	Monthly
Photocopies:		
D3	30	Weekly
D307	30	Weekly
D301	30	Weekly
D305	30	Weekly
D308	3	Daily
D309	20	Weekly
D313	20	Weekly
D302	20	Weekly
D3	10	Weekly
D316	5	Weekly
D314	5	Weekly
D318	5	Weekly
D321	5	Weekly

Exhibit A - Modification 151

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
Incoming faxes screened for distribution:		
D3	20	Weekly
D307	20	Weekly
D301	20	Weekly
D305	20	Weekly
D308	2	Weekly
D309	10	Weekly
D313	10	Weekly
D302	10	Weekly
D3	10	Weekly
D316	5	Weekly
D314	5	Weekly
D318	5	Weekly
D321	5	Weekly
Outgoing faxes:		
D3	15	Weekly
D307	15	Weekly
D301	15	Weekly
D305	15	Weekly
D308	2	Weekly
D309	10	Weekly
D313	5	Weekly
D302	5	Weekly
D3	2	Weekly
D316	5	Weekly
D314	5	Weekly
D318	5	Weekly
D321	5	Weekly
Number of supply inventories maintained:		
D3	1	Monthly
D307	1	Monthly
D301	1	Monthly
D305	1	Monthly
D308	50	Monthly
D309	2	Daily
D313	1	Monthly
D302	1	Monthly
D3	2	Monthly
D316	1	Monthly
D314	1	Monthly
D318	2	Monthly
D321	1	Monthly
Distribution lists maintained:		

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Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
D3	1	Semiannual
D307	1	Semiannual
D301	1	Semiannual
D305	1	Semiannual
D308	3	Monthly
D309	20	Weekly
D313	4	Monthly
D302	4	Monthly
D3	2	Weekly
D316	1	Weekly
D314	1	Weekly
D318	1	Weekly
D321	1	Weekly
Number of configuration and action item lists maintained:		
D3	1	Monthly
D307	1	Monthly
D301	1	Monthly
D305	1	Monthly
D308	1	Weekly
D309	6	Daily
D313	1	Daily
D302	1	Daily
D3	2	Weekly
D316	1	Weekly
D314	1	Weekly
D318	1	Weekly
D321	1	Weekly
Number of telephone calls and/or visitors received:		
D3	10	Daily
D307	10	Daily
D301	10	Daily
D305	10	Daily
D308	20	Daily
D309	25	Daily
D313	10	Daily
D302	10	Daily
D3	30	Daily
D316	5	Daily
D314	5	Daily
D318	5	Daily
D321	5	Daily
Number of meetings supported:		
D3	10	Weekly

Exhibit A - Modification 151

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
D307	10	Weekly
D301	10	Weekly
D305	10	Weekly
D308	2	Weekly
D309	10	Monthly
D313	10	Monthly
D302	10	Monthly
D3	6	Monthly
D316	3	Monthly
D314	3	Monthly
D318	4	Monthly
D321	3	Monthly
Number of documents processed/typed via word processing (correspondence, forms, presentations, etc.):		
D3	20	Weekly
D307	20	Weekly
D301	20	Weekly
D305	20	Weekly
D308	10	Weekly
D309	25	Weekly
D313	10	Weekly
D302	10	Weekly
D3	20	Monthly
D316	10	Monthly
D314	10	Monthly
D318	15	Monthly
D321	10	Monthly
Number of records processed via data base systems (tech pubs, key activities, safety inspections):		
D3	10	Weekly
D307	10	Weekly
D301	10	Weekly
D305	10	Weekly
D308	5	Monthly
D309	10	Weekly
D313	25	Monthly
D302	25	Monthly
D3	0	NA
D316	5	Monthly
D314	5	Monthly
D318	5	Monthly
D321	5	Monthly
Frequency of Directorate Office Support:		

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Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
D3	1	Monthly
D307	1	Monthly
D301	1	Monthly
D305	1	Monthly
D308	2	Monthly
D309	1	Monthly
D313	1	Monthly
D302	1	Monthly
D3	40	Monthly
D316	1	Monthly
D314	1	Monthly
D318	1	Monthly
D321	1	Monthly
Number of travel authorizations/vouchers submitted:		
D3	8	Monthly
D307	8	Monthly
D301	8	Monthly
D305	8	Monthly
D308	3	Monthly
D309	5	Weekly
D313	12	Monthly
D302	12	Monthly
D3	10	Monthly
D316	10	Monthly
D314	10	Monthly
D318	10	Monthly
D321	10	Monthly
Number of workshops, peer reviews, etc., supported:		
D3	2 to 3	Yearly
D307	2 to 3	Yearly
D301	2 to 3	Yearly
D305	2 to 3	Yearly
D308	1 to 2	Yearly
D309	2	Yearly
D313	2	Yearly
D302	2	Yearly
D3	2	Yearly
D316	1	Yearly
D314	1	Yearly
D318	1	Yearly
D321	1	Yearly
Number of purchase requisitions created and tracked:		
D3	20	Monthly

Exhibit A - Modification 151

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
D307	20	Monthly
D301	20	Monthly
D305	20	Monthly
D308	2	Weekly
D309	50	Weekly
D313	20	Monthly
D302	20	Monthly
D3	0	NA
D316	40-50	Yearly
D314	40-50	Yearly
D318	40-50	Yearly
D321	40-50	Yearly
ESOD and FPD Administrative Support (5.4.7)		
No. mail stops supported	9	Daily
Pieces of incoming mail sorted and screened for distribution and filing	95-105	Daily
Photocopies	70-80	Weekly
No. of documents retrieved and filed	60	Monthly
No. of supply inventories maintained	6	Yearly
Incoming faxes screened for distribution	20-25	Daily
Outgoing faxes	27	Weekly
Distribution lists maintained	30	Yearly
No. of configuration and action item lists maintained	7	Weekly
No of web sites maintained	0	Monthly
No. of meetings supported	12	Weekly
PRs created	75	Yearly
No. of travel authorizations submitted to Travel Manager System	60	Monthly
Personnel actions for periodic reviews	50	Yearly
BW reports/analyses generated	60	Yearly
Action item summaries generated for Branch telecons/meetings	7	Weekly
Overall data collection and analysis for reviews	12	Yearly
Electronic calendars supported	15	Daily
Action items tracked	35-40	Weekly
No. of visitors assisted	30-35	Daily
ESSP Administrative Support (SOW 5.4.8)		
No. mail stops supported	1	Daily
Pieces of incoming mail sorted and screened for distribution and filing	40-50	Daily
Photocopies	18-20	Weekly
No. of documents retrieved and filed	20	Monthly
No. of supply inventories maintained	1	Quarterly

Exhibit A - Modification 151

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
Incoming faxes screened for distribution	20-25	Daily
Outgoing faxes	15-20	Weekly
Distribution lists maintained	10	Yearly
No. of configuration and action item lists maintained	4	Weekly
No of web sites maintained	0	Monthly
No. of meetings supported	1-2	Monthly
PRs created	50	Yearly
No. of travel authorizations submitted to Travel Manager System	15	Monthly
Personnel actions for periodic reviews	25	Yearly
BW reports/analyses generated	24	Yearly
Action item summaries generated for office telecons/meetings	2	Weekly
Overall data collection and analysis for reviews	6	Yearly
Electronic calendars supported	4	Daily
Action items tracked	5-10	Weekly
No. of visitors/incoming callers assisted	15-20	Daily
Safety and Mission Assurance Office Support (SOW 5.4.9)		
No. of travel authorizations submitted to travel manager	15	Monthly
SMAO Key Activities submitted	2 – 4	Weekly
Safety Highlight Sheet prepared	1	Weekly
Meetings that require formal minutes to be taken (each one is ~ 1-2 hours)	2	Weekly
Meetings that require support but no formal minutes to be taken (each one is ~ 1 hour)	4	Weekly
Customer requests for safety items (safety glasses, videos, etc)	5	Monthly
LMS documents updated and submitted for review and approval	10 – 15	Bi-Yearly
LMS forms updated and submitted for review and approval	30 – 35	Bi-Yearly
Uploading/updating web-based application	20 – 25	Monthly
Web-based application issues	2 – 4	Monthly
PRs created	3 – 4	Monthly
Number of correspondence documents to type/format	10	Monthly
Number of presentations to type/format	1 – 2	Monthly
Number of documents that require routing for signature	20	Monthly
Number of supply inventories maintained	1	Bi-weekly
Number of onsite meetings to organize (one week long /one day long)	3/3	Yearly
Number of changed to an electronic distribution list	5 – 7	Monthly
No of documents photocopied	5 – 6	Daily
Incoming/Outgoing faxes	5 – 6	Daily
Number of mailstops supported	2	Daily
Pieces of incoming mail sorted and distributed	15	Daily

Exhibit A - Modification 151

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
Number of items on property list	50 -60	Bi-annual
Number of ODIN activities/actions	3 – 4	Monthly
Number of significant audits / inspections / center safety activities	3	Yearly
Organizational phone calls / visitors	10	Daily
Retirements	2	Yearly
SMAO bulletin boards and safety document locations	2 – 3	Weekly
Electronic calendars supported	5	Daily
Emergency Operation Center (EOC) operations (each ~ 8 hours long)	1 – 2	Annually
Number of documents filled	20	Monthly
SACD Administrative Support (SOW 5.4.10)		
Prepare and submit via the FedTraveler System foreign and domestic travel authorizations, reservations, and vouchers.	5-6	Daily
Obtain necessary information from employee/host for submission of Foreign National Visit requests into the NASA Foreign National Management System (NFMMS).	1	Monthly
Process mail including maintaining the LaRC Correspondence Log.	1-2	Daily
Maintain inventory of supplies to include identifying stock that has reached the reorder point.	1-2	Monthly
Develop and maintain electronic distribution lists and distribute incoming and outgoing Center/Directorate policies, directives.	1-2	Monthly
Provide support for meetings/conferences/workshops/peer reviews (coordinating logistics: conference room scheduling, appropriate arrangements for electronic projection of presentations, etc.).	1-2	Monthly
Maintain electronic calendar meetings for management and staff.	5-6	Daily
Use Microsoft Office software to prepare correspondence, PowerPoint Presentations, Excel spreadsheets, and other requested administrative documents.	5-6	Daily
Proofread weekly Key Activities and submit to the Directorate as requested. Assist employees entering the data into the system as required.	1	Weekly
Submit technical publications/presentation records using the on-line Technical Publication Submittal and Approval System (TPSAS).	1-2	Monthly
Maintain official files in electronic/computer and hardcopy format.	3-4	Daily
Attend organizational and administrative meetings as necessary regarding branch/directorate activities, priorities, and deadlines	3-4	Monthly

Exhibit A - Modification 151

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
as required.		
Answer organizational phone line and receive/greet visitors, directing all calls and visitors to the appropriate points of contact.	6-8	Daily
Substitute/stand-in for the Staff Assistant and other Branch administrative support personnel during absence.	5-6	Yearly
Process additions, modifications, and deletions to seats via the ODIN on-line ordering system. .	4-5	Monthly
Perform a wide variety of nonstandard property management support duties. Monitor property inventory using the automated system N-PROP	3-4	Monthly
Track status of actions and initiate follow-up to ensure completion by established deadlines.	3-4	Daily
Participate in the monthly safety walk-thru with supervisors as requested. Submit monthly safety inspection information in the Supervisor Safety Inspection System (SSIS) before the end-of-month deadline.	1	Monthly
Compile and submit quarterly and/or semi-annual Directorate Organizational Unit Plan performance metrics.	2	Yearly
Prepare and submit Purchase Requisitions (PRs) in IEMP Core Financial. Provide all supporting documentation and review it for accuracy and completion. Maintain log of purchases, track status and make sure costs are within allocated budgets.	5-6	Monthly
Coordinate small building and infrastructure improvement requests. Enter such requests into the ROME work request integrator when necessary. Track status of request to completion.	2-3	Yearly
Assist branch head in reviewing the status of time and attendance records and contact employees who are delinquent in submitting their time in WebTADS.	1	Biweekly
Facilitate employee performance plan/appraisal activities: Schedule planning, midterm, and final evaluation sessions, gather employee input, maintain copies, ensure plans and finals are in place and/or submitted according to deadlines.	3-4	Yearly
Coordinate, review, and consolidate a variety of narrative and statistical human resource information. Track status of actions/requests and inform branch management.	1-2	Daily
Enter workforce data into the current on-line Workforce Integrated Management system (WIMS) and the Programmatic Template (PT).	1	Yearly
Maintain all organizational branch budgets (travel, award,	1-2	Daily

Exhibit A - Modification 151

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
overhead, facilities, and/or programmatic) and monitor their implementation. Establish and maintain spreadsheets to track expenditures. Collect and compile data for annual budget projections and justifications.		
Download resource information into useable spreadsheets and graphs for branch head's analysis. Establish spreadsheets and database reports to be used for tracking budgets.	1	Weekly
Prepare factual information required to process contract/grant documentation. Coordinate with technical points of contact to administer funding requisitions.	2-3	Yearly
FabSA Administrative Support (SOW 5.4.11)		
Establish and maintain spreadsheets to track expenditures.	1	Daily
Collect and compile data for annual budget projections and justifications.	1	Yearly
Generate reports and other related documents on funding accounts using available electronic reporting systems/tools (i.e. Business Warehouse (BW)).	2-4	Weekly
Provide historical spending data to develop requirements and to formulate budgets as needed.	1	Monthly
Prepare and submit Purchase Requisitions into current financial system and conduct necessary market research.	1-2	Daily
Process Purchase Card Orders and conduct necessary market research.	2-3	Daily
Maintain a log of purchases and track status of requisitions.	1	Daily
Input Center programmatic workforce/FTE requirements using available electronic tools/systems (i.e. WPS, WIMS).	1	Yearly
Download human resources and financial information into useable spreadsheets and graphs for analysis.	2-3	Yearly
Track commitments/obligations/costing of travel authorizations and travel vouchers using Business Warehouse (BW).	1	Weekly
Track and enter monetary incentive awards using the NASA Automated Awards System (NAAS).	1	Weekly ~5 mo.
Interpret administrative policies and procedures and researches non-typical issues.	2-3	Daily
Prepare, assemble, edit, and submit a variety of written material such as correspondence, agendas, presentations, charts, and forms as required.	2-3	Weekly
Maintain hardcopy and/or electronic personnel, technical, administrative, and/or financial files in accordance with federal regulations and Agency directives.	4-5	Weekly
Coordinate, review, consolidate and submit a variety of narrative and statistical human resource information/actions.	4-5	Weekly

Exhibit A - Modification 151

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
Track status of actions and initiate follow-up to ensure completion by established deadlines.	1	Daily
Initiate and coordinate a variety of personnel actions.	2-3	Monthly
Coordinate annual performance activities to ensure plans, mid-terms, and appraisals are performed in a timely manner.	3	Yearly
Enter data and generate reports related to human resource data using the NASA Organizational Profile System (NOPS).	3-4	Yearly
Distribute policies, directives, training notifications, action items and other documentation.	2-3	Daily
Compile required training plan; review and submit training plan to the Directorate.	2	Yearly
Compose “required and mandatory training” and developmental requirements for Individual Development Plans (IDP)	1-2	Yearly
Maintain, compile and submit Directorate Organizational Unit Plan and various other Directorate performance metrics.	1	Monthly
Perform a wide variety of nonstandard property management support duties. Monitor property inventory using the automated system N-PROP	3-4	Monthly
Participate in audits and report lost or misplaced equipment.	1-2	Yearly
Process additions, modifications, and deletions to seats via the ODIN on-line ordering system.	4-5	Monthly
Attend meetings, take notes, record action items, and distribute as required.	2-3	Monthly
Submit monthly safety inspection reports for branch management using the on-line Supervisor Safety Inspection System.	1	Monthly
SESA and ASEB Administrative Support (SOW 5.4.12); 100% perform 1-14, 66% perform 15-30		
1. Prepare and submit via the FedTraveler System foreign and domestic travel authorizations, reservations, and vouchers.	30-36	Daily
2. Obtain necessary information from employee/host for submission of Foreign National Visit requests into the NASA Foreign National Management System (NFNMS).	12-18	Monthly
3. Process mail including maintaining the LaRC Correspondence Log.	6-12	Daily
4. Maintain inventory of supplies to include identifying stock that has reached the reorder point.	6-12	Monthly
5. Develop and maintain electronic distribution lists and distribute incoming and outgoing Center/Directorate policies, directives.	6-12	Monthly
6. Provide support for meetings/conferences/workshops/peer reviews (coordinating logistics: conference room scheduling,	12-18	Monthly

Exhibit A - Modification 151

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
appropriate arrangements for electronic projection of presentations, etc.).		
7. Maintain electronic calendar meetings for management and staff.	6-12	Daily
8. Use Microsoft Office software to prepare correspondence, PowerPoint Presentations, Excel spreadsheets, and other requested administrative documents.	18-24	Daily
9. Proofread weekly Key Activities and submit to the Directorate as requested. Assist employees entering the data into the system as required.	6	Weekly
10. Submit technical publications/presentation records using the on-line Technical Publication Submittal and Approval System (TPSAS).	12-18	Monthly
11. Maintain official files in electronic/computer and hardcopy format.	18-24	Daily
12. Attend organizational and administrative meetings as necessary regarding branch/directorate activities, priorities, and deadlines as required.	12-18	Monthly
13. Answer organizational phone line and receive/greet visitors, directing all calls and visitors to the appropriate points of contact.	36-48	Daily
14. Substitute/stand-in for the Lead Directorate Secretary and other Directorate/Branch secretaries during absence.	6-12	Yearly
15. Process additions, modifications, and deletions to seats via the ODIN on-line ordering system. .	16-20	Monthly
16. Perform a wide variety of nonstandard property management support duties. Monitor property inventory using the automated system N-PROP	12-16	Monthly
17. Track status of actions and initiate follow-up to ensure completion by established deadlines.	4-8	Daily
18. Participate in the monthly safety walk-thru with supervisors as requested. Submit monthly safety inspection information in the Supervisor Safety Inspection System (SSIS) before the end-of-month deadline.	4	Monthly
19. Compile and submit quarterly and/or semi-annual Directorate Organizational Unit Plan performance metrics.	8-16	Yearly
20. Prepare and submit Purchase Requisitions (PRs) in IEMP Core Financial. Provide all supporting documentation and review it for accuracy and completion. Maintain log of purchases, track status and make sure costs are within allocated budgets.	16-20	Monthly
21. Coordinate small building and infrastructure improvement requests. Enter such requests into the ROME work request integrator when necessary. Track status of request to completion.	4-12	Yearly

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Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
22. Assist branch head in reviewing the status of time and attendance records and contact employees who are delinquent in submitting their time in WebTADS.	4	Biweekly
23. Facilitate employee performance plan/appraisal activities: Schedule planning, midterm, and final evaluation sessions, gather employee input, maintain copies, ensure plans and finals are in place and/or submitted according to deadlines.	12-16	Yearly
24. Coordinate, review, and consolidate a variety of narrative and statistical human resource information. Track status of actions/requests and inform branch management.	4-8	Daily
25. Enter workforce data into the current on-line Workforce Integrated Management system (WIMS) and the Programmatic Template (PT).	4	Yearly
26. Compile and submit quarterly and/or semi-annual Directorate Organizational Unit Plan performance metrics.	8-16	Yearly
27. Maintain all organizational branch budgets (travel, award, overhead, facilities, and/or programmatic) and monitor their implementation. Establish and maintain spreadsheets to track expenditures. Collect and compile data for annual budget projections and justifications.	4-8	Daily
28. Download resource information into useable spreadsheets and graphs for branch head's analysis. Establish spreadsheets and database reports to be used for tracking budgets.	4	Weekly
29. Prepare factual information required to process contract/grant documentation. Coordinate with technical points of contact to administer funding requisitions.	8-12	Yearly
30. Substitute/stand-in for branch and directorate secretarial, administrative/financial personnel during absence.	4-8	Yearly
OSS Administrative Support (SOW 5.4.13)		
No.of mail stops supported	1	Daily
Pieces of incoming mail sorted and screened for distribution and filing	40	Daily
No. of documents retrieved and filed	100	Monthly
Photocopies	40	Weekly
Incoming faxes screened for distribution	10	Daily
Outgoing faxes	5	Daily
No. of supply inventories maintained	1	Monthly
Distribution lists maintained	2	Yearly
No. of configuration and action item lists maintained	1	Weekly
No. of telephone calls and/or visitors received	50	Daily
No. of meetings supported	2	Weekly
No. of documents processed/typed via word processing	25	

Workload for Administrative Service Pool (SOW 5.4)		
Function	Estimated quantity	Timeframe
(correspondence, charts, forms, presentatioins, etc.)		Weekly
No. of records processed via data base systems (tech pubs, key activities, safety inspections)	20	Monthly
No. of travel authorizations/vouchers submitted	40	Yearly
OSS PERSEC Administrative Support (SOW 5.4.16)		
No. of PERSEC records processed via data base systems	25	Monthly
No. of documents retrieved and filed	30	Monthly
No. of documents processed/typed via word processing (correspondence, forms, etc.)	30	Weekly
Pieces of incoming mail sorted and screened for distribution and filing	5	Daily
Photocopies	30	Weekly
Outgoing faxes	10	Weekly
No. of telephone calls and/or visitors received	15	Daily
OSS Badging Office Support (SOW 5.4.17)		
No. of badging cases completed on average	34	Daily
No. of records processed via database systems includes badging cases	34	Daily

Workload for Human Resources Service Pool (SOW 5.5)		
Function	Estimated quantity	Timeframe
No. of visitors to MEC	45	Monthly
No. of classes scheduled in MEC	50	Annually
No. of Colloquium Speakers	12	Annually
No. of purchase requests prepared	75	Annually
No. of training classes offered by LaRC	100	Annually
No. of training purchase requests prepared	50	Annually

Workload for SRO Financial and Administrative Support (SOW 5.6)		
Function	Estimated quantity	Timeframe
SRO Financial and Administrative Support for NIA (SOW 5.6.1)		
Award actions processed for task contract	100	Annually
Award actions processed for cooperative agreement	104	Annually
PR's managed	10	Monthly
Meetings scheduled	20	Monthly
SRO Administrative Support for Intellectual Property Management (SOW 5.6.2)		

Exhibit A - Modification 151

Workload for Support Services for ETDPO PAO&E (SOW 5.7)		
Function	Estimated quantity	Timeframe
Coordinate special events	10	Annual
Support after hours and weekend events	10	Annual
Special outreach events supported	20	Annual
News stories written	72	Annual
Monthly report of activities/performance	1	Month

Workload for Information Technology Contract Administration (SOW 5.8)		
Function	Estimated quantity	Timeframe
Process and track IT Contract invoices and metrics	10	Monthly
Log issues raised by POCs and track resolution	100	Weekly
Process Service Requests	300	Monthly
Initiate and track funding PRs	3	Monthly
Enter budget data into Resource Management Systems	45 entries	Monthly
Process Government Calling Card action requests	5	Monthly
Customer inquiries	5-10 calls/visits	Daily
Reports generated	3-5	Monthly
Requests for data	6-8	Monthly

Workload for Support Services for NASA Langley Education Programs (SOW 5.9)		
Function	Estimated quantity	Timeframe
SOW 5.9.2		
Student applications processed	670	Annual
Recruitment events requiring development and implementation	20	Annual

Workload for Program Development and Management Office Program Analysis (SOW 5.10)		
Function	Estimated quantity	Timeframe
ARD Support (SOW 5.10.2)		
LaRC ARD Support (SOW 5.10.2.1)		
Financial reports run and distributed	24 reports	Monthly
Spreadsheet reports developed	24	Monthly
Graphs created	30	Monthly
Contact employees in other organizations	Varies	Daily
Customer inquiries	10-20 calls/visits	Daily
ARMD Support (SOW 5.10.2.2)		

Workload for Program Development and Management Office Program Analysis (SOW 5.10)		
Function	Estimated quantity	Timeframe
Program Analysis	Quantity of Spreadsheet Sent Out	Timeframe
Budget Formulation Process	1	monthly
Budget Monitoring(dollars & workforce activities)	2	monthly
Guideline Updates(budget allocations & execution)	1	monthly
WBS Updates	1	yearly
Analyzed Budget Issues	1	monthly
Phasing Plan Call of entry	1	yearly
Budget Projection	1	monthly
Financial Reporting	Quantity of Reports Sent Out	Timeframe
CPO(309574) New Project -Budget Status	1	daily
CPO EOM Reports	3	monthly
ARMD Budget Status Reports	2	daily
ARD Unobligated Purchase Requests Reports	2	daily
Hypersonic Budget Status Reports	2	weekly
ARD CMO Pool Budget Status Reports	2	monthly
ARD Standard Fullcost Program Reports	10	monthly
AAP Fullcost Reports	3	monthly
AAP Reimbursable Fullcost Reports	3	monthly
Aviation Safety EOM Reports	5	monthly
Administrative Support	Quantity Task Processed	Timeframe
Purchase Requests Processed	20	monthly
Approve Travel Request Processed	10	monthly
Funds Transferred Processed	5	monthly
Purchase Requests Close Out Processed	1	monthly
Analyzed Budget Issues	1	daily
Research and Updated Purchases Requests	5	monthly
SACD Support (SOW 5.10.3)		
Budgetary data entered into Resource Management Systems	1000 entries	Annually
Financial reports run and distributed	100 reports	Bi-Weekly
Spreadsheet and database reports developed	15	Monthly
Customer inquiries	15	Daily
GFTD Support (SOW 5.10.5)		
Budgetary data entered into Resource Management Systems	5000 entries	Annually
Financial reports run and distributed	200 reports	Bi-Weekly
Spreadsheet and database reports developed	20	Monthly

Workload for Program Development and Management Office Program Analysis (SOW 5.10)		
Function	Estimated quantity	Timeframe
PR's prepared	10	Monthly
SRO Support (SOW 5.10.6)		
Budgetary data entered into Resource Management Systems	1000 entries	Annually
Financial reports run and distributed	100 reports	Bi-Weekly
Spreadsheet and database reports developed	15	Monthly
Customer inquiries	15	Daily

Workload for NESC Administrative and Presentation Support (SOW 5.11)		
Function	Estimated quantity	Timeframe
NRB Meetings:		
Regular (4 hours)	1	Weekly
Specially convened (Variable length)	1	Weekly
NRB files maintained	10	Weekly
NESC Configuration Control documents	8	Monthly
Copying/Printing	4 hr	Weekly
Presentation visuals, publication figures, drawings, illustrations, ceremonial graphics, and display media created	8	Monthly
PR's prepared	6	Weekly
Leadership Team/Face-to-Face Meetings (Off-Site)	4	Annually
No. of websites maintained (NRB PBMA)	1	Daily

Workload for Support Services for Office of Public Affairs (SOW 5.13)		
Function	Estimated quantity	Timeframe
SOW 5.13.1		
Support:		
Meetings of less than one day	1200	Annual
One- to three-day events	150	Annual
Week-long events	35	Annual
Support on-site conferences	10	Annual
Support off-site conferences	5	Annual
Coordinate special events	10	Annual
Support after hours and weekend events	10	Annual
Publication-quality photographs produced	75	Annual
Captioned photos archived	10	Monthly
Broadcast quality components produced:		
Video	40	Annual
Audio	10	Annual
Edited videos produced for NASA video files, exhibits or special	12	Annual

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Workload for Support Services for Office of Public Affairs (SOW 5.13)		
Function	Estimated quantity	Timeframe
events		
Emergency duplication of 25 videos for news media, exhibits or special events	25	Annual
Archive—		
Video components	50	Annual
Source tapes	100	Annual
News releases with video clips and/or digital still images	12	Annual
TV, radio or webcast live shots campaigns scripted, produced, and edited	12	Annual
Topics for webstreaming selected, edited and digitized	12	Annual
FOIA inquiries processed	150	Annual
FOIA documents scanned and posted to website	100	Annual
Special outreach events supported	5	Annual
Internal events or luncheons supported	6	Annual
Mass mailings coordinated	4	Annual
SOW 5.13.2		
News stories written	72	Annual
Visuals (photos, video, animation, audio clip) to be included in each story	≥2	Annual
Public Affairs campaigns/events supported with written products – fact sheets, video or audio scripts, brochures, etc	6	Annual
Camera-ready issues of <i>Researcher</i> produced	25	Annual
Issues of <i>Researcher</i> posted in electronic version	25	Annual
Breaking news items posted to <i>Researcher News Online</i>	>10	Annual
SOW 5.13.3		
Public Resource Center requests (70 percent of which will be routine responses to frequently asked questions)	5,000	Annual
New NASA informational materials posted to the public resource center website	10	Annual
Special events, conferences or educational workshops supported	10	Annual
Documents distributed in answer to inquiries	10,000	Annual
Speakers placed for outreach events	150	Annual
Speakers Bureau training or recognition events supported	3	Annual
Sigma lectures supported	12	Annual
Colloquiums supported	12	Annual
Exhibits built, updated, or replicated	0	Annual
Aerospace shows/events supported, at least 50 percent of which will be recurring events	1	Annual
Exhibit loans coordinated at traveling exhibit sites (majority of which are in VA, WV, KY, NC, and SC)	0	Annual
Langley Research Center employee loans coordinated	50	Annual
Lunar sample loans processed	3	Annual

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Workload for Support Services for Office of Public Affairs (SOW 5.13)		
Function	Estimated quantity	Timeframe
SOW 5.13.4		
Information packages (15 to 50 pgs.each) prepared for NASA Langley research and technology programs, educational activities and economic contributions	10	Month
Communications with government, industry and university officials regarding NASA and LaRC programs, events and activities	75 contacts	Month
Follow-up NASA/industry meetings and briefings with state officials	10-15 contacts	Month
Materials, mailing, and logistics packages (15 to 50 pgs.each) prepared to support meetings and briefings to state government	5	Month
Government relations visits/meetings (on and off-site) supported	15-20	Month

Workload for Support Services for Interpreter Services (SOW 5.14)		
Function	Estimated quantity	Timeframe
Interpreter Services	25	Monthly
Communication Access Real –Time (CART) Services	15	Monthly
Video Remote Services	5	Monthly
No. of Events Supported	15-20	Monthly
Monthly report of activities/performance	1	Monthly

6. Scientific Information

The contractor shall provide services related to the production and dissemination of information in support of NASA's four major information programs:

Scientific and Technical Information (STI) Program

Public Affairs Program

Education Program

Commercial Technology Program

The various media services in this work area are very closely related to video production and audio/visual services (SOW 7) to provide the capability for production of a complete range of information products in single as well as multiple media. For convenience of LaRC media services customers, Scientific Information services are focused in the Media Services Center (Building 1152), where the contractor shall provide a "one-stop-shop" for the provision of technical publications, duplication, and graphics services. Photographic services are provided at the Photographic Laboratory (Building 1155).

The contractor shall follow up and resolve problems. The contractor shall negotiate due dates for all media services jobs with customers; the Government will resolve conflicting requirements and set priorities during peak workloads. All activities shall be performed in accordance with the applicable laws, regulations, standards, and directives in Table 6.1. System requirements are specified in Table 6.2. Specific services include the following at the workload levels specified in Table 6.3.

6.1 Reserved

6.2 Technical Editing Support for Programs

6.2.1 Technical Editing of Flight Projects and Aeronautic Projects Documentation

6.2.1.1 Aeronautics Research Directorate (ARD) Support

Provide technical support to create, edit, and update project documentation and subsequent periodic technical guidance memoranda in support of various projects within ARD as well as the directorate office. This support will consist of coordinating input, assembling, compiling, organizing, and editing the documentation. The editing will consist of conducting assessments and recommendations pertaining to the quality of the document content in terms of its readability and communication of information. Emphasis will be paid to ensuring proper grammar and syntax in the text.

Deliverables: The documentation will be delivered to the appropriate review board within the deadlines specified by the engineering staff.

6.2.1.2 Support to Flight Projects within the Flight Projects Directorate (FPD)

Provide technical support to create, edit, and update project documentation and subsequent periodic technical guidance memoranda in support of various projects within FPD as well as the directorate office. This support will consist of coordinating input, assembling, compiling, organizing, and editing the documentation. The editing will consist of conducting assessments and recommendations pertaining to the quality of the document content in terms of its readability and communication of information. Emphasis will be paid to ensuring proper grammar and syntax in the text.

Deliverables: The documentation will be delivered to the appropriate review board within the deadlines specified by the engineering staff.

6.2.1.3 Ares 1

Provide technical support to create, edit, and update project documentation and subsequent periodic technical guidance memoranda in support of the Ares 1 project office. Contractor will attend staff meetings biweekly. This support will consist of coordinating input, assembling, compiling, organizing, and editing the documentation. The editing will consist of conducting assessments and recommendations pertaining to the quality of the document content in terms of its readability and communication of information. Emphasis will be paid to ensuring proper grammar and syntax in the text.

Deliverables: The documentation will be delivered to the appropriate review board within the deadlines specified by the engineering staff.

6.2.2 Technical Editing for Systems Analysis and Concepts Directorate

The Systems Analysis and Concepts Directorate requires Technical Editing support for the Advanced Aircraft Systems Branch, the Aeronautics Systems Analysis Branch, the Space Mission Analysis Branch, and the Vehicle Analysis Branch.

- 1) The Contractor shall provide professional reviews, assessments and recommendations pertaining to the quality of document content in terms of readability and communication of information.
- 2) Particular emphasis shall be paid to ensuring proper grammar and syntax in the text.
- 3) Recommendations shall also be made for graphical illustrations to ensure readability.
- 4) The reviews shall typically be at the substantive edit level. Documents to be reviewed shall include, but are not limited to NASA STI documents (TMs and TPs), journal articles, conference papers and conference abstracts.
- 5) The workload will be episodic, driven in large part by conference paper deadlines. Approximately 45 conference papers and 15 journal articles (or NASA TMs or TPs) are anticipated annually. Conference papers are expected to average 10 single-spaced pages of text plus 8 figures. Journal articles or NASA reports are expected to average 30 double-spaced pages of text plus 12 figures.

6.2.3 Technical Editing for ARES I Project

The Contractor shall provide technical editing support to the ARES Project Office to prepare technical reports for the Aerodynamic Analysis Team and for the construction of the Constellation Program's Ares I Aerodynamic Data Book, the Ares V Aerodynamic Data Book, and other documents as needed. The Aerodynamic Data Book is a document under development, and progress in its construction will depend on the completion of scheduled activities.

- 1) The Contractor shall provide professional reviews, assessments, and recommendations pertaining to the quality of document content in terms of readability and communication of information. Particular emphasis shall be paid to developing and maintaining a clear and comprehensible format, and ensuring proper grammar and syntax in the text as the documents are constructed.
- 2) The Contractor shall make recommendations on content and placement of graphical illustrations to ensure document flow and readability. The Contractor may also edit and/or polish illustrations, charts, and figures.
- 3) The Contractor shall maintain direct correspondence and interaction with staff in the project office and staff working for the project office in the development of documents.
- 4) Reviews for the Data Book shall be mid to substantive level depending on whether the review is for an update or a release. Updates will require mid-level reviews, whereas releases will require substantive reviews.
- 5) Updates to the Data Book will be provided on an irregular basis depending on availability, but should occur at least once a month. Releases of the Data Book are expected bi-monthly beginning the first week in February 2008 and ending in August 2008. After August, updates will still be provided on an irregular basis (approximately once a month), but releases will be every 6 months. The Aerodynamic Analysis Team's technical reports will be produced on an irregular basis averaging about one every two months.
- 6) The Contractor shall provide technical support to document the weekly (~3 hours) Aero Panel and the weekly (~1 hour) Aero Test and Analysis meetings. This support shall consist of taking notes during each meeting and assembling, compiling, organizing, and editing the meeting minutes, which may take at least an additional 2 hours per meeting hour to complete. The chairpersons of each meeting will approve the submitted minutes. The Contractor will be assisted in this task by an additional technical editor (from another task) who will cover 50 percent of the meetings.
- 7) The minutes shall be delivered to the appropriate chairperson within the deadlines specified by that chairperson.

6.2.4 Technical Editing for Computational AeroSciences Branch

The Computational AeroSciences Branch (CASB) requires Technical Editing support as follows:

- 1) The Contractor shall provide professional reviews, assessments and recommendations pertaining to the quality of document content in terms of readability and communication of information. Particular emphasis shall be paid to ensuring proper grammar and syntax in the text.
- 2) Provide recommendations for graphical illustrations to ensure readability.
- 3) The reviews shall typically be at the substantive edit level. Documents to be reviewed shall include, but are not limited to NASA STI documents (TMs and TPs), journal articles, conference papers and conference abstracts.
- 4) The workload will be episodic, driven in large part by conference paper deadlines. Approximately 20 conference papers and 10 journal articles (or NASA TMs or TPs) are

anticipated semiannually. Conference papers are expected to average 15 single-spaced pages of text plus 8 figures. Journal articles or NASA reports are expected to average 30 double-spaced pages of text plus 12 figures. Documents will be provided in either Microsoft Word or PDF format.

6.3 Photographic Laboratory and Archival Services

6.3.1 Laboratory Support

Provide comprehensive services in a Government-equipped photographic laboratory in the areas of work control, digital image scanning and processing, and image archiving in order to support LaRC's photographic documentation and research data acquisition for unique events that cannot be replicated. The Government will provide computer equipment and software for image scanning and image processing as well as the conventional photographic equipment listed in Exhibit C. Work is performed in a closed area requiring a Secret security clearance for access. Required services include the following:

- 1) Provide photographic customer service and work tracking. Interface with customers and help customers determine their electronic photographic product requirements. Receive photographic requests from customers, enter work order data into Government-provided server-based work control system, and notify customers or mail completed work as requested by customers. Ensure that database is accurate and up to date. Hours of operation for customer support are from 8:00 a.m. to 4:30 p.m. all working days.
- 2) When the NASA Photographers' photographic job requirements are such that images are captured on conventional film instead of captured digitally, have the film processed off center without printing, i.e., to provide only negatives.
- 3) Provide and maintain an inventory of all required supplies for use in the EPL (i.e. canned air, CD's, Fuji printing materials, Epson roll paper etc.) Keep chemical records up to date in LaRC's Chemical Material Tracking System (CMTS) for all chemicals (i.e. canned air, glass cleaner).
- 4) Using a Government-equipped electronic photographic laboratory:
 - a) Process digital camera files.
 - b) Scan at high resolution and process customer provided negatives and negatives that are to be assigned L-numbers. A normal digital scan file size is 45MB to 50MB and the normal archive file size from a film scan is 36.7 MB (8 X 10 inch at 400 dpi).
 - c) Digitally archive all new images that are L-numbered.
 - d) When customer requests require scanning old negatives from the archive, digitally archive those specific images.
 - e) Produce prints, viewgraphs, CDs and DVDs using Photoshop, Illustrator, PowerPoint, Toast, and Raster-Plus. The electronic imaging software and databasing software will be provided as part of the Government-equipped Electronic Photographic Laboratory.
- 5) Maintain the photographic archives. The current photographic archive consists of approximately 530,000 images, of which approximately one-half of the images are cataloged in approximately 50,000 records in the GALAXIE database.

- a) For all images that are to be archived, collect and file signed release forms containing bibliographical information on the images from the customer, assign LaRC “L-numbers” to the images, and maintain the database log.
- b) Perform basic file management and conservation of the folders and negatives in the Photo Archive collection in accordance with approved procedures.
- c) Catalog and enter bibliographical data using standardized searchable terms from the NASA Thesaurus for archived images into NASA GALAXIE, the LaRC library catalog running on the Sirsi STILAS application. Sirsi Unicorn WorkFlows interface shall be used. Catalog all new images added to the archive and the uncataloged images in collection specified by the Government. Use standardized searchable terms with existing database. Perform regular checks to ensure accuracy of the on-line records and reconcile non-standardized terms.
- d) For numbered digital images that are made available to the public on-line, enter bibliographical data and post image files into Langley Image Scanning, Archival, and Retrieval (LISAR), a web-based image dissemination system. Reconcile and standardize searchable terms within database. Perform regular checks to assure accuracy of the on-line records submitted.

6.3.2 General Photographer Services

Provide general photographer services in cooperation with the Electronic Photography Lab (EPL) and the NASA Scientific and Technical (S&T) Photographers. The Government will furnish the necessary photographic equipment, computer workstation and software. Jobs may include proprietary work and sensitive but unclassified work. Required services include the following:

- 1) Provide a vehicle for the photographer to transport camera equipment to and from the EPL, photo studio, and various in the field job locations.
- 2) Provide general publication-quality digital photographer services such as portrait, passport, candid, group, and event photography.
- 3) For assigned jobs, interface with customers, help them determine their photographic requirements, schedule and perform the photography and submit all appropriate work order forms to work control.
- 4) Select imagery to be used based upon customer requirements and industry quality standards.
- 5) Download and provide the appropriate image files to the EPL and interact with EPL staff to insure timely submittal of work for processing.
- 6) Remain current with state-of-the-art photographic technology.
- 7) The photographer must be able to drive a vehicle to the field locations and be able to carry photographer’s equipment (i.e. camera bags, tripods, lighting equipment, etc) in the field and up stairs.
- 8) Provide occasional assistance to NASA S&T photographers.

6.3.3 Photographic Archival Scanning Services

Provide scanning services in cooperation with the Electronic Photography Lab (EPL). The Government will furnish the necessary scanning equipment, computer workstation, peripherals, and software. If a computer is required for email, training, reporting, etc. then it is the

responsibility of the contractor to provide such equipment. A NAD would be provided for that purpose. Imagery may include proprietary work and sensitive but unclassified work. Preliminary scanning production estimates predict approximately 100 scans completed per day per each of 2 scanners. Required services include the following:

- 1) Using Hasselblad X5 scanning equipment, scan photographic archived negatives according to established scanning procedures. Scanning shall be conducted in the area housing the negative collection.
- 2) The scanning process includes corrections for film type, overall exposure, color balance, etc., to ensure quality scans.
- 3) Using established naming conventions, archive raw files on BluRay discs and external hard drives.
- 4) Utilize the MSB work control database to keep track of all images with respect to which need scanning, have been scanned, or already have master files.
- 5) Import thumbnail images fit to 500x500 pixels into the database in batches corresponding to each Raw Disc.
- 6) As required, scan specific negatives ahead of others in order to meet customer requirements.

6.4 Duplicating Facility Operation

Provide a comprehensive duplicating service to include electronic file transfer and preparation, scanning, duplication, bindery, and distribution services in a Government-equipped on-demand duplicating facility to process and produce finished documents and highly technical reports. Manage all aspects of Duplicating Facility operations including problem follow-up and resolution. Implement and maintain an effective quality control and assurance program, including color management. Work is performed in a closed area requiring a Secret security clearance for access. Safety is a primary concern within NASA. The Duplicating Facility has a number of industrial machines that, if not properly operated or monitored, could cause damage or injury. The contractor shall provide a minimum of two qualified (see paragraph 4(b) below) contract personnel at all times during high-speed machine operations, including punching, binding, and stitching operations. The contractor shall ensure that work areas are professional, safe, and clean, and shall operate the facility in compliance with applicable safety rules and regulations for personnel protection, facility safety, and personnel safety certification. The contractor shall staff the facility at a minimum from 7:00 a.m. to 3:30 p.m. on all working days. The contractor may choose to extend hours (for example, split shift from 7:00 a.m. to 7:00 p.m.) to promote operating efficiencies and ensure that deadlines are met during peak periods. If overtime is required for unanticipated critical work, it shall be in accordance with Section I, clause 52.222-2, Payment for Overtime Premiums. Approximately 30 percent of all work will be required while the customer waits or within the same day. Three percent of work will be designated "priority" by the Government and must be scheduled immediately and produced as quickly as possible.

Required services include the following:

- 1) Manage the Duplicating Facility as follows:
 - a) Continually improve procedures to maximize efficiency of print-on-demand technology provided by the Government.
 - b) Operate and maintain all Government-provided equipment according to manufacturers' specifications and provide routine preventive maintenance and repairs covered in the

- Xerox Customer Productivity Workshop. All other maintenance and repairs will be provided by Government-procured maintenance contracts. The contractor shall initiate and track maintenance and repair requests and report status of maintenance and repairs to the Government. The contractor is responsible for initiating a repair request immediately to avoid further damage to the equipment and for adjusting schedules on machines within the Duplicating Facility to avoid missing deadlines. The Contractor shall read meters of all duplicating equipment per vendor specification and report to the Printing Officer.
- c) Conduct and document annual inventory of Government-owned contractor-operated equipment. Assign users and fill in documentation on a NASA Form 1602, NASA Equipment Management System (NEMS) Transaction Document, on each applicable piece of equipment to track any changes in user or location and deliver to the NASA Property Custodian for signature. Coordinate documentation and pickup of excess equipment with the NASA Property Custodian.
 - d) Develop and submit a written report semiannually providing advice and recommendations to the Government on duplicating equipment upgrades and process improvements.
 - e) Provide and maintain an inventory of supplies necessary to perform the work described herein and to ensure compliance with the Joint Committee on Printing (JCP) Paper Specifications and Executive Order (EO) 13101 regarding recycling and affirmative procurement. The contractor shall ensure proper handling and storage of chemicals and maintain a complete inventory through the use of the Chemical Material Tracking System (CMTS).
 - f) Provide data by October 15 of each year required to complete the annual JCP Report.
 - g) Schedule and track activities using a Government-provided 4D work control database. Enter work request, production, and maintenance information, and maintain an up-to-date record of completion.
- 2) Receive incoming jobs that are in one or more of the following forms: hardcopy; network electronic files (via e-mail, File Transfer Protocol (FTP), Appleshare, or Internet) from Macintosh, PC, and Unix platforms; and removable electronic media such as floppy, optical, zip, jazz, and CD from Macintosh, PC, and Unix platforms. Postscript (PS) files are the preferred standard file format; however, files are also submitted in PDF and native application files such as Adobe Illustrator, Microsoft Excel, PowerPoint, Word, and WordPerfect. The contractor shall concatenate files into make-ready format to maximize production to digital output devices and shall edit printer control language code from postscript files to maximize use of the Xerox Network Server Plus (NSP). Files are either sent to the network servers via the Xerox Document Submission job ticket software or sent directly to the digital output devices. All electronic jobs shall require a proof and the contractor shall validate the integrity of the electronic files, fonts, and quality. The customer may require approval of the proof prior to production.
- 3) Using the Government-provided Xerox DigiPath system with Windows NT and scanner, scan hardcopy documents containing graphics, text, scientific notations, equations, graphs, and schematics. Perform edits, for example, to enhance image, correct image skew, shift image, mask images for photo enhancement, and number pages. Export file in such formats as PDF, PS Level 2, RDO (Raster Document Object), and TIFF (Tagged Image File Format) for electronic publishing systems or electronic dissemination. The contractor shall FTP files to

servers for download by customers. All scanned documents shall require a proof and the contractor shall validate that all pages are scanned and match original input.

- 4) Operate installation-provided equipment to meet duplicating and document finishing requirements of LaRC:
 - a) Government-provided Xerox equipment includes:
 - Two (2) DocuTech 135 high-speed electronic print-on-demand systems with the following:
 - Network Server (NS) which supports PS, PRN, PDF, Interpress, Native Application, and PCL (Printer Control Language) files
 - Job Manager
 - Network Server Plus which supports PS, PRN, PDF, Interpress, Native Application, XIPP (postscript wrapped TIFF), TIFF, EPS (Encapsulated Postscript), and ASCII (American Standard Code for Information Interchange) files
 - Booklet Maker
 - Set Labeling
 - One (1) DocuColor 40 high-speed, networked color copier
 - One (1) 8830 networked engineering drawing copier that supports standard data formats; HP-GL is the format predominantly used.
 - b) Operators must have successfully completed the Xerox DocuTech Publishing Series Operator Training Program (Introductory, Intermediate, and Customer Applications Courses) and the Xerox Customer Productivity Workshop. Operators must be able to lift, carry, or otherwise handle printed material, paper stock, and supplies weighing up to 50 lbs in accordance with LAPG 1740.2, Facility Safety Requirements. Some hand folding and collating of large engineering drawings is required.
 - c) Operate bindery equipment according to manufacturers' specifications including stitchers/staplers, spiral binder, drills, tabletop folder, and paper cutter.
- 5) The contractor shall assemble, package, and meter unclassified and classified printed products for distribution on-site and for mailing or shipment to national and international destinations, according to applicable United States Postal Office regulations, export control regulations, and classified information regulations. Activities include stuffing envelopes, collating, preparing appropriate forms, packaging, and typing.
 - a) The contractor shall operate Government-provided distribution equipment according to manufacturer's specifications including labelers, tabber, tying machine, meter machine, and forklift.
 - b) Forklift operators must maintain a current certification.
 - c) The contractor shall provide general preventive maintenance (e.g., cleaning glue off label wheel, keeping movable parts free of adhesive or paper labels) on all Government-provided equipment. Other maintenance will be provided by Government maintenance contracts.

6.5 Graphics Services

Provide design and production of artwork products for visual communication of highly technical information and information for the general public and school children. Graphics services include design and print production, illustration, WWW design, multimedia, and display graphics using state-of-the art graphic design hardware and software including Acrobat, Illustrator, Photoshop, PageMill, Quark Xpress, GoLive, Dreamweaver, Fireworks, Flash, Word, PowerPoint, and Netscape Communicator on Macintosh and PC computers. All products shall comply with applicable Agency graphics standards. Contractors will have access to Government-provided high-end shared output devices provided in the Media Services Center (see Exhibit C). The contractor shall keep chemical records up to date for contractor-provided supplies for output devices in LaRC's Chemical Material Tracking System (CMTS) for the storage and disposal of inks and related printing chemicals. Required services include the following:

- 1) Interface with the customer to determine specific technical, design, and production requirements.
- 2) Enter job-tracking information into the NASA-provided 4D work control system, monitor the status of all incoming and in-progress jobs, and maintain an up-to-date record of individual job progress and completion.
- 3) Archive all work completed in Centralized graphics upon completion of the job onto the Government archive/storage system.
- 4) Provide quality control and proofreading of all projects using digital proofing methods (e.g., Flight Check software).
- 5) Provide centralized graphic design and production services for technical graphs and charts, projected visuals, exhibits and display elements, multimedia interactive presentations, two- and three-dimensional modeling and animation, internet web pages, technical illustrations, and graphic design for print production. Graphics products shall be delivered in hard copy and electronic form (postscript, PDF, and native application formats) as required by the customer. At a minimum, the production offices will be staffed from 8:00 a.m. to 4:30 p.m. all working days.
- 6) Provide co-located graphics services for approximately 6 individual LaRC organizations in the form of presentation visuals, technical figures and illustrations, display and exhibit components, design for print production, and file transfer. The demands of each organization are varied yet comprehensive, requiring the capability of producing a wide range of graphic products. Organizations will specify and provide an archive system if required.

6.6 Performance Standards

The following performance standards will be applied in the Scientific Information work area. Performance metrics and method of surveillance are included in the Performance Requirements Summary in the Award Term and Performance Evaluation Plan.

- | | |
|-------|---|
| SOW 6 | Protect classified and sensitive information. |
| SOW 6 | Enter data accurately into work control system within 4 working hours of receipt and maintain up-to-date work status. |
| SOW 6 | Provide courteous, prompt customer service and promptly notify customers when work is completed. |

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- SOW 6.3 Meet all priority deadlines.
- SOW 6.3 Create technically and artistically correct electronic photographic products within scheduled deadlines.
- SOW 6.3 Prepare NF 1602 within 5 working days of change in equipment status and maintain accurate equipment inventory
- SOW 6.3 Maintain, operate, monitor, and certify equipment and chemical mixes per manufacturer specifications
- SOW 6.3 Maintain the conventional and electronic photo archives so that imagery is readily available. Return negatives to files within 2 working days after completing work
- SOW 6.3 Enter accurate information into NASA GALAXIE and LISAR and link to images at rate of 12,000 images per year. Correctly assign L-numbers to negatives with signed release forms.
- SOW 6.4 Duplicate and distribute work without quality defects within scheduled deadlines.
- SOW 6.4 Maintain, operate, and monitor Duplicating Facility equipment per manufacturer specifications.
- SOW 6.4 Operate Duplication Facility efficiently.
- SOW 6.4 Prepare NF 1602 within 5 working days of change in equipment status and maintain accurate equipment inventory.
- SOW 6.5 Produce graphic products that are technically accurate, correct to customer's specs, and in compliance with NASA and LaRC standards within scheduled deadlines.
- SOW 6.5 Maintain and properly operate Government photographic equipment per manufacturers' specifications.

Table 6.1 Applicable Laws, Regulations, Standards, and Directives for Scientific Information Services (SOW 6)

Applicable Laws, Regulations, Standards, and Directives	SOW Area
Laws	
Copyright Act 1976, Sections 106-118	6.4
Federal Regulations, Executive Orders, and Guidance	
29 CFR Part 1910--Occupational Safety And Health Standards	6.3
Executive Order (EO) 13101, Greening the Government through Waste Prevention, Recycling, and Federal Acquisition	6.4
EPA Comprehensive Procurement Guideline (CPG) Program	6.4
Government Paper Specification Standards, Published by the Joint Committee on Printing, Congress of the United States, July 1994, No. 10	6.4
GPO Agency Procedural Handbook; GPO Publication 305.1	6.4
NASA and Langley Directives	
NASA NPG 2200.2A, Guidelines for Documentation, Approval, and Dissemination of NASA Scientific and Technical Information, 1997.	6.4
LAPD 1460.1, Mail Management	6.4
LAPD 1490.1, Printing, Duplicating, and Copying Management Program	6.4
LAPG 1710.4, Personnel Protection - Clothing and Equipment	6.3, 6.4
LAPG 1740.2, Facility Safety Requirements	6.3, 6.4
LAPG 1710.6, Personnel Safety Certification	6.4
NPG 1450.10C, NASA Procedures and Guidelines, NASA Correspondence Management and Communications Standards and Style	6.4
NPD 1490.1E, NASA Printing, Duplicating, Copier, Forms, and Mail Management	6.4
NPG 1490.5A, NASA Procedures and Guidelines for Printing, Duplicating, and Copying Management	6.4
NPG 1600.6A, Communications Security Procedures and Guidelines	6.4
NASA Graphics Standards WWW Manual	6.5
Other	
Hampton Roads Sanitation District Industrial Waste Water Discharge Permit # 0085	6.3
NASA Thesaurus	6.3

Table 6.2 System Requirements for Scientific Information Services

Application/System Requirements	SOW Area
Comparable ODIN seat – SE2	6
Contractor computers must access the Government-furnished systems/applications listed below	6
Microsoft Office – Word, Excel, PowerPoint	6
4D client software to access Work Tracking System	6.4, 6.5
Contractor PC, Mac, and UNIX computers must be capable of accepting and transferring files among platforms via email, File Transfer Protocol (FTP), Appleshare, and Internet	6.3, 6.4, 6.5
Adobe Acrobat and Acrobat Exchange	6.3, 6.5
FilemakerPro to access photo lab work tracking system	6.3
Contractor computers must be capable of accepting electronic media, floppy, zip, jazz, and CD	6.4
Software for viewing and editing Postscript files, such as Ghostscript and BBEdit	6.4
Adobe Illustrator	6.4
WordPerfect	6.4
Informed Filler	6.4
State-of-the-art graphics software including Photoshop, PageMill, Quark Xpress, GoLive, Dreamweaver, Fireworks, Flash	6.5

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Government-furnished applications/ systems	SOW Area
Langley-unique systems and applications:	
Work Tracking System – customized 4D database application	6.4, 6.5
Work Tracking System for Photo Lab – customized Filemaker Pro database	6.3
Langley Chemical Tracking System - Web-based information system	6.3, 6.4, 6.5
Langley Image Scanning, Archiving and Retrieval (LISAR) – web-based image dissemination system	6.3
Commercial-off-the-shelf software/systems (COTS)	
Sirsi STILAS (NASA GALAXIE) – Library management system	6.3
Unicorn Workflows – Sirsi client software to access NASA GALAXIE	6.3
Photoshop, Illustrator, PowerPoint, Toast, Raster-Plus, and Filemaker Pro on Government-provided Electronic Photo Lab equipment	6.3
High-end output devices in Media Services Center including Hewlett Packard Design Jet 3500 color printer, Tektronix Phaser 780 color printer, Kodak ds8650 dye sublimation color printer, and QMS 860 ink jet printer	6.5

Table 6.3 Workload for Scientific Information Services (SOW 6)

Workload for Photographic Laboratory and Archiving Services (SOW 6.3)			
Product	FY 2004	FY 2005 (Projected)	Projected Annual Growth Or Decline Trends
Photo work requests	650 requests with 1,795 tasks	450 requests with 1,300 tasks	Stable or declining
Image Cataloging and Archiving			
New images archived	1,619	950	Stable
Images cataloged into GALAXIE	14,710	14,000	7,200 annually
Film Processing Statistics			
Color film roll for offsite processing	2 rolls	2 rolls	Stable or declining
Electronic Production Statistics			
CD	609	280	Stable or declining
DVD	293	50	Stable or declining
Master file processing	6,587	4,856	Production dropping 50% next year
Secondary files (No processing required)	4,034	2,814	Production dropping 30% next year
Scans	1,865	2,100	Production dropping 40% next year
Print	15,037	10,650	Production dropping 30% next year
Large Print	431	250	Production dropping 50% next year
Overhead transparency	1,011	270	Declining, to be discontinued

Workload for Graphics Services (SOW 6.5)		
Function	Estimated quantity	Timeframe
Central Graphics requests entered	500	Annually
Central Graphics Services, pieces of artwork	8000	Annually
Design or print production items	40%	
Technical figures or presentation visuals	30%	
Display graphics	10%	
Other (e.g., retirement albums, certificates, signage)	20%	

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Workload for Graphics Services (SOW 6.5)		
Function	Estimated quantity	Timeframe
Co-Located Graphics Services, pieces of artwork	12,000	Annually
Design or print production items	20%	
Technical figures or presentation visuals	60%	
Display graphics	10%	
Other (signs, certificates, illustrations, photo-retouching)	10%	

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Workload for Duplicating Facility Operation (SOW 6.4)															
Title	Workload	FY 1998 No. Jobs/ Math Avg	FY 1998 No. Jobs/Yr	FY 1998 No. Units/ Math Avg	FY 1998 No. Units/Yr	FY 1999 No. Jobs/ Avg	FY 1999 No. Jobs/Yr	FY 1999 No. Units/ Avg	FY 1999 No. Units/Yr	FY 2000 No. Jobs/ Math Avg	FY 2000 No. Jobs/Yr	FY 2000 No. Units/ Math Avg	FY 2000 No. Units/Yr	No. Jobs/Yr Avg	No. Units/Yr Avg
Administrative															
	Incoming Jobs Processed	317	3,798	1,122,93 2	13,475,18 6	262	3,147	1,009,23 2	12,110,78 4	248	2,980	1,304,92 7	15,659,12 4	3,308	13,748,36 5
Electronic Prepress															
	Electronic Jobs*	78	941	504,624	6,055,492	73	881	529,356	6,352,276	88	1,059	934,885	11,218,62 2	960	7,875,463
	*NOTE: The goal of the Duplicating Facility is to aggressively pursue the submission of digital files to transition to a total digital environment. Anticipate an increase of at least 20% electronic jobs.														
Scanning															
	DigiPath - New Service, Anticipate High Demand**	0	0	0	0	0	0	0	0	12	144	1,416	16,992		
	DocuTech	134	1,605	10,439	125,269	64	772	5,513	66,158	55	661	4,949	59,383	1,013	83,603
	**NOTE: If Xerox 5390 is upgraded to Xerox 6100 Series Product, all 5390 jobs (1,090 Yr/Avg) and units (2,448,279 Yr/Avg) will be absorbed by DigiPath scanning. FY 2000 data based on current 5 month (Dec-Apr) average. Cannot predict future requirements once service is announced. Workload is expected to double.														
Press															
	<u>Equipment Category</u>														
	High-Speed Copying	287	3,444	1,040,85 5	12,490,26 2	209	2,505	973,803	11,685,63 9	207	2,478	1,182,79 2	14,193,50 7	2,809	12,789,80 3
	Low-Speed Copying	41	497	23,829	285,950	24	288	11,950	143,402	12	138	8,433	101,192	308	176,848
	Color Copying	28	330	23,146	277,747	12	146	17,920	215,036	20	240	79,440	953,279	239	482,021
	Eng. Drawing Copying	93	1,118	30,148	361,774	49	588	22,046	264,550	33	391	14,636	175,634	699	267,319
	Total (See Note Below)	449	5,389	1,117,97 8	13,415,73 3	294	3,527	1,025,71 9	12,308,62 7	272	3,247	1,285,30 1	15,423,61 2	4,054	13,715,99 1
	<u>Job Type</u>														
	Bid Packages	0	4	4,940	59,278	1	14	4,703	56,430	0	4	997	11,960	7	42,556
	Bid Packages w/Drawings	4	52	38,888	466,655	5	56	21,457	257,482	6	72	23,322	279,862	60	334,666

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Workload for Duplicating Facility Operation (SOW 6.4)															
Title	Workload	FY 1998 No. Jobs/ Math Avg	FY 1998 No. Jobs/Yr	FY 1998 No. Units/ Math Avg	FY 1998 No. Units/Yr	FY 1999 No. Jobs/ Avg	FY 1999 No. Jobs/Yr	FY 1999 No. Units/ Avg	FY 1999 No. Units/Yr	FY 2000 No. Jobs/ Math Avg	FY 2000 No. Jobs/Yr	FY 2000 No. Units/ Math Avg	FY 2000 No. Units/Yr	No. Jobs/Yr Avg	No. Units/Yr Avg
	Conference Papers	1	7	40,244	482,928	1	11	73,820	885,839	2	21	62,570	750,844	13	706,537
	Contractor Reports	13	158	200,842	2,410,099	11	127	123,108	1,477,293	9	105	109,124	1,309,489	130	1,732,294
	Distribution Only	3	33	0	0	1	14	0	0	1	16	203	2,431	21	810
	Drawings	50	604	6,207	74,488	39	472	13,696	164,348	30	357	8,247	98,958	478	112,598
	Education	7	86	19,279	231,346	3	37	20,004	240,042	3	33	12,624	151,489	52	207,626
	Forms	4	46	9,556	114,675	2	24	5,538	66,450	3	36	5,143	61,715	35	80,947
	Public Communicatio ns	26	308	157,672	1,892,058	30	362	253,598	3,043,174	33	398	494,019	5,928,229	356	3,621,154
	Reference Publications	0	1	2,262	27,140	0	0	0	0	0	0	0	0	0	9,047
	Special Publications	0	0	0	0	0	0	0	0	1	6	15,629	187,550	2	62,517
	S&T Publications	9	111	25,443	305,317	6	77	30,160	361,920	7	89	34,412	412,944	92	360,060
	Technical Memorandums	6	70	51,847	622,158	6	72	54,864	658,370	8	93	63,635	763,614	78	681,381
	Technical Publications	3	40	55,813	669,750	2	20	19,754	237,050	3	31	22,631	271,571	30	392,790
	Viewgraphs	2	23	732	8,787	1	8	50	599	1	16	166	1,991	16	3,792
	Other	188	2,255	509,209	6,110,507	154	1,853	388,482	4,661,787	142	1,703	452,206	5,426,477	1,937	5,399,590
	Total (See Note Below)	317	3,798	1,122,932	13,475,186	262	3,147	1,009,232	12,110,784	249	2,980	1,304,928	15,659,124	3,308	13,748,365
Bindery															
	Various Bindery-Related Functions	174	2,091	46,401	556,810	125	1,503	60,658	727,901	141	1,693	112,806	1,353,666	1,762	879,459
Distribution															
	Various Distribution-Related Functions	193	2,314	35,678	428,138	34	413	31,075	372,894	34	412	35,479	425,750	1,046	408,927

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Workload for Duplicating Facility Operation (SOW 6.4)															
Title	Workload	FY 1998 No. Jobs/ Math Avg	FY 1998 No. Jobs/Yr	FY 1998 No. Units/ Math Avg	FY 1998 No. Units/Yr	FY 1999 No. Jobs/ Avg	FY 1999 No. Jobs/Yr	FY 1999 No. Units/ Avg	FY 1999 No. Units/Yr	FY 2000 No. Jobs/ Math Avg	FY 2000 No. Jobs/Yr	FY 2000 No. Units/ Math Avg	FY 2000 No. Units/Yr	No. Jobs/Yr Avg	No. Units/Yr Avg
Workload for Duplicating Facility Operation (SOW 6.4)															
Title	Workload	FY 1998 No. Jobs/ Math Avg	FY 1998 No. Jobs/Yr	FY 1998 No. Units/ Math Avg	FY 1998 No. Units/Yr	FY 1999 No. Jobs/ Math Avg	FY 1999 No. Jobs/Yr	FY 1999 No. Units/ Math Avg	FY 1999 No. Units/Yr	FY 2000 No. Jobs/ Math Avg	FY 2000 No. Jobs/Yr	FY 2000 No. Units/ Math Avg	FY 2000 No. Units/Yr	No. Jobs/Y r Avg	No. Units/Yr Avg
	Various Distribution- Related Functions	193	2,314	35,678	428,138	34	413	31,075	372,894	34	412	35,479	425,750	1,046	408,927
	Distribution of Distance Learning Media													15	8200
	Meter Mail			4,838	58,056			3,667	44,000			3,077	36,928	3,861	46,328
	Meter Mail for Distance Learning Media													15	8200

7. Video Support Services

Provide comprehensive video production services and audio/visual (A/V) services using Government-provided equipment listed in Exhibit C. All activities shall be performed in accordance with the applicable laws, regulations, standards, and directives in Table 7.1. System requirements are specified in Table 7.2. Specific services include the following at the workload levels specified in Table 7.3.

7.0.1 Technical Data Rights

As prescribed by FAR 27.405(a) and 27.409(i), FAR clause 52.227-17, as modified by NASA FAR Supplement clause 1852.227-17, is incorporated by reference in this contract and applicable to this particular task. Further, as is permitted by FAR 27.403, 27.404(g)(3), and 27.405(a)(5), this task includes the additional clause at H.22 expressing special contract requirements related to data rights and delivery.

7.1. Reserved

7.2. Reserved

7.3. Reserved

7.4 Audio/Visual and Video (AV & V) Support Services

Provide comprehensive audio visual and video (AV&V) support services using Government-provided equipment listed in Exhibit C. Provide a staff of individuals capable of working on a project during any stage of the process. AV&V crews may range from a full team of diverse skilled individuals to a single-person team capable of creating an AV&V product from start to finish. Provide multi-skilled staff capable of performing various tasks of a video product, at times, simultaneously. For example, individuals should be capable of:

- Digital field acquisition and editing on location.
- Wiring tunnels or other test facilities for video cameras and/or intercom systems, camera operation, and providing electronic diagnostics.
- Media duplications and multimedia post-production tasks such as creating encoded digital media files from a finished video product.
- Digital field acquisition and product duplication (tape, CD, or DVD formats).

Provide AV&V services including video production and post-production, both linear and non-linear editing, 3D and 2D animation, duplication (tape, CD, and DVD), and AV&V engineering and technical support for scientific and technical, public affairs, and training videos. All video production work shall comply with NASA Langley Research Center, Federal Communication Commission (FCC), Society of Motion Picture and Television Engineers (SMPTE), and National Television System Committee (NTSC) rules, regulations, and standards for professional broadcast quality. Projects range from setting up equipment and recording flight vehicle tests, laboratory and facility testing and scientific experiments, setting up, and recording televised management briefings, press conferences, and meetings held at the Langley H.J.E. Reid

Auditorium and Langley Pearl Young Theater (PYT) to engineering design consultation, design (via task order), video file distribution via telestreaming, and operating an AV self-service loan pool. All imagery is acquired primarily for the purpose of being used in real-time or post-event, to observe, analyze, or document a NASA Langley activity. Manage all aspects of the various AV&V support services including problem follow-up and resolution. Furnish all required vehicle transportation. Provide and maintain an inventory of supplies and spare parts to perform all work. Keep abreast of equipment calibration cycles and ensure equipment is calibrated per specifications. The contractor shall negotiate due dates for all AV&V services jobs with customers. The Government will resolve conflicting requirements and set priorities during peak workloads. Any change to a project during the production stage that would require a change in due date requires a new work request reflecting the new date change. Notify the Government immediately when assigned work request cannot be accomplished in customer's required timeframe or agreed to due date cannot be met.

- 1) Provide system design consultation for the integration of new hardware and software with new and existing LaRC AV&V systems. Priority will be given to systems set up for the purpose of recording scientific and technical data. All other systems will be handled on a first come, first serve basis.
- 2) Provide new AV system design consultation and board level repair on systems setup for the purpose of recording scientific and technical data. Provide electronic equipment services to include the installation (via task order), repair, maintenance, assembly, modification, setup, operation, testing, and calibration of a variety of Government-owned electronic equipment. Equipment is located in various facilities at LaRC. Priority will be given to-Pearl Young Theater, H.J.E. Reid Auditorium, postproduction editing suites, and systems used for the purpose of recording scientific and technical data.
- 3) Operate an AV self-service loan pool service to provide, on a checkout basis, Government-owned AV equipment, including projectors (electronic and overhead), microphones, VCR's, monitors, carts, podiums with audio, amplified speakers, portable camcorders, tripods, and cassette recorders.
- 4) Evaluate usage of loan pool equipment and condition of existing equipment. For all other Government-owned equipment, maintain awareness of industry trends and emerging technologies and make recommendations for procurement of hardware and software applicable to LaRC requirements for AV&V support services as well as for creation of new media to support LaRC World Wide Web streaming video requirements. Evaluate cost effectiveness of replacing outdated AV&V systems/applications such as the linear edit suite or Smoke and Flame.
- 5) Provide engineering services for all electronic field gathering and post-production facilities including maintenance and troubleshooting equipment hardware and software.
- 6) Set up electronic and overhead projectors, microphones (lapel and floor), podiums, VCR's, technical support for uplinks to local-news stations, and downlinks from other NASA Centers (via task order); videotaping conferences, workshops, and training functions; and on-site assistance to customer trouble calls for events held at the H.J.E. Reid Auditorium and PYT. Operate the projection booths at the PYT and the H.J.E. Reid Auditorium.
- 7) Conduct and document an annual inventory of AV&V Government-owned AV&V equipment. Fill in documentation on a NASA Form 1602, NASA Equipment Management System (NEMS) Transaction Document, on each applicable piece of equipment to track any

changes in user or location and deliver to the NASA Property Custodian for signature. Coordinate documentation and pickup of excess equipment with the NASA Property Custodian. Use the online NEMS for all applicable transactions.

- 8) Inform the Contracting Officer on upcoming maintenance renewals on Government-provided AV&V equipment prior to renewing.
- 9) Write and develop scripts, perform image acquisition, and create video productions in BETACAM SP and Digital BETACAM formats – delivered to the customer via video tape or a digital format (i.e. CD or DVD). Any off-site support shall be funded by the customer. The contractor shall provide the Government a duplicate (VHS or digital format) of each completed AV&V production.
- 10) Coordinate logistics and provide talent and other required customer-funded services, for example, rental of satellite truck, studio facilities, actors, narrators, music, closed captioning, foreign language dubbing, and stock footage.
- 11) Review and procure new music libraries, periodically review existing libraries for usage, and terminate or renew licenses for existing music libraries.
- 12) Using Government provided editing equipment; perform linear and non-linear editing of field digital and electronically acquired imagery. Post-production elements include natural ambient sound, sound effects and music as well as a voice track to create a finished video production. Multimedia post-production requirements include working and creating encoded digital media files from a finished video product. File conversions will be provided for customer-provided raw footage. File formats include QuickTime, AVI, MPEG, Real player, still image sequence (Tiff) and Windows Media to be distributed on disc.
- 13) Provide animated representations of advanced technical information to include general and specialized animation services and special effects inherent to non-linear editing, such as the Avid DS Nitris Editor and Avid Express.
- 14) Perform videotape duplication and transfer and tape conversion from NTSC to Phase Alternating Line (PAL) and Sequential Contour Avec Memoire (SECAM) formats. Priority shall be given to the Office of Public Affairs when there is an immediate requirement for news and "Live Shot" support (via task order).
- 15) Perform video telestreaming (real time high speed Ethernet transmission) for such customers as the Office of Public Affairs. The requests may often be made with a same-day delivery date.
- 16) Provide customer service to process all incoming A/V&V service requests. Interface with customers and help customers determine their A/V &V requirements. Provide up-to-date information to customers concerning the status of their AV&V service requests.
- 17) Enter work request data into a Government-supplied 4D database system to log and track AV&V activities and maintain records so that each discrete job can be attributed to a LaRC customer organization and magnitude of work (hours) can be attributed to customers. Ensure that the database information is up to date and accurate. Track expenditures for customer-funded projects and provide reports upon request. Data-gathering and ad hoc reporting requires the contractor to manipulate and extract statistics from the database.
- 18) Plan, project, and track costs for each organizational unit of AV&V services.

- 19) Create and implement strategies to market AV&V services to Langley's scientific and technical community.

7.5 Video Services for Exploration and Space Operations Directorate Education and Public Outreach

Provide comprehensive video and audio (vodcasts) programming to highlight the vision for Space Exploration. The design and production of the NASA EDGE vodcasts will be geared towards Space Exploration's missions and goals with cutting-edge production to appeal to the new youth who depend on nontraditional media such as the web and iPOD for their information. The 21-minute vodcast program consists of two regular hosts and a supporting production staff as they simulate a live radio broadcast. The audience joins them as they look into NASA's ongoing effort to explore and understand our universe. Taking audience questions via e-mail and checking the audience's pulse through instant polls, the program gives the audience the feeling that they are investigating and discovering NASA right along the hosts of the show. Each broadcast shall have a seemingly live and unscripted feel as it checks out the latest news around NASA. It includes stories and interviews featuring NASA personnel and personalities and editorial commentary by the hosts of the show. Combining high entertainment value and recurring segments, the show embraces 'geek' status, and actually makes it cool for all ages to learn about technology and science. Further outreach would include either the hosts or their production staff attending important NASA and/or science related events to provide even more opportunities to show how NASA is making a difference.

- 1) Perform the management and administration of video operations:
 - a) Coordinate logistics and provide talent and other required services for productions, for example, actors, music, closed captioning, foreign language dubbing or translation, stock footage.
 - b) Plan, project, and track costs of production.
- 2) Write and develop scripts, perform image acquisition, and create vodcasts using Government-provided editing equipment using Final Cut Pro and/or Avid Express and converted into an MP4 quicktime file, 320 x 1080 and distributed on the web (NASA Portal) and through Apple's iTunes.
- 3) Post-production elements include, but are not limited to, natural ambient sound, sound effects, and music as well as a voice track to create a finished video production.
- 4) Approximately 25% of the video image acquisition occurs at LaRC; 75% occurs off site. Out of town travel is required.
- 5) Maintain files of stored video imagery tapes so that they are easily accessed.
- 6) Create and maintain blogs written by show hosts and other show characters.
- 7) Create multiple stand-alone videos featuring NASA programs, projects, and researchers.
- 8) Coordinate video interviews with featured and related researchers.
- 9) Coordinate taping and appearances with live NASA and non NASA (e. g., NASA Shuttle launch, NASCAR events, World Space Congress)

7.6 Performance Standards

The following performance standards will be applied in the Video Support Services work area. Performance metrics and method of surveillance are included in the Performance Requirements Summary in the Award Term and Performance Evaluation Plan.

SOW 7	Maintain and properly operate Government equipment per manufacturers' specifications.
SOW 7.4	Protect classified and sensitive information
SOW 7.4	Produce/provide AV & V products that are technically accurate, correct to customer's specs, and in compliance with applicable standards.
SOW 7.4	Provide courteous, prompt customer service.
SOW 7.4	Prepare NF 1602 within 5 working days of change in equipment status and maintain accurate equipment inventory
SOW 7.4	Enter data accurately into work control and maintain up-to-date work status.
SOW 7.5	Produce video products that are technically accurate, correct to customer's specifications and in compliance with applicable broadcast standards within scheduled deadlines.
SOW 7.5	Provide courteous, prompt customer service.
SOW 7.5	Provide monthly expenditure reports to track costs of programs.
SOW 7.5	Maintain and properly operate Government equipment per manufacturers' specifications.

Table 7.1 Applicable Laws, Regulations, Standards, and Directives for Video Support Services (SOW 7)

Applicable Laws, Regulations, Standards, and Directives	SOW Area
Federal Regulations, Executive Orders, and Guidance	
Federal Communication Commission (FCC) Regulation	7.4, 7.5
Other	
Society of Motion Picture and Television Engineers (SMPTE)	7.4, 7.5
National Television System Committee (NTSC)	7.4, 7.5

Table 7.2 System Requirements for Video Support Services

Application/System Requirements	SOW Area
Comparable ODIN seat – SE1	7
Contractor computers must access the Government-furnished systems/applications listed below	7
Microsoft Office – Word, Excel, PowerPoint	7
4D client software to access Work Tracking System	7.4, 7.5

Government-Furnished Applications/ Systems	SOW Area
Government-Furnished Applications/ Systems	SOW Area
Langley-unique systems and applications:	
Work Tracking System – customized 4D database application	7.4, 7.5
Commercial-off-the-shelf software/systems (COTS)	
Final Cut Pro	7.4, 7.5
Grass Valley News Edit	7.4, 7.5

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Government-Furnished Applications/ Systems	SOW Area
Avid DS Nitris editing system	7.4,7.5

Table 7.3 Workload for Video Support Services

Workload for AV&V Services (SOW 7.4)		
Function	Estimated quantity	Timeframe
Titled productions Average video production is 15 minutes long including narration, sound effects/ ambient sound as well as music. Average turnaround time for titled production is 60 working days	25	Annually
Untitled productions Average video production is 15 minutes long including ambient sound as well as music. Average turnaround time for untitled production, 20 working days	50	Annually
Digital Media Average product length will not exceed 15 minutes. Each multimedia product will be delivered in 5 business days or less. If over 15 minutes, the timeline will be extended. File conversions will be produced for customer-provided raw footage in 5 business days or less. If over 15 minutes, the timeline will be extended.	50 finalized digital media files	Monthly
Tape duplication: Minutes of videotape duplication	150,000	Annually
Number of duplication requests	250	Annually
Telestreaming transmissions	55 videos – 120 hours	Annually
Audio visual services		
Videotapings of conferences	22	Annually
A/V loans and setups	125	Annually
Design consultations	10	Annually
Trouble calls	50	Annually
Workload for Video Services for Exploration and Space Operations Directorate (SOW 7.5)		
Function	Estimated quantity	Timeframe
Titled productions Titled productions include 21-minute vodcast entitled, The NASA EDGE for the NASA Portal and Apple iTunes. Vodcast include narration, animation, sound effects/ ambient sound as well as music. Average turnaround time is 30 working days.	12	Annually
Annual Podcast Competition	1	Annual

8. Technical Library Services

The purpose of this statement of work is to acquire contract services to support the continued development of a digital library. The Technical Library is focused on providing electronic services. Contract support is needed to sustain the continued development of Langley's digital library and its electronic services. These services shall include information desk services, publications support; materials request processing, circulation, content management, acquisitions/cataloging. The Contractor shall provide statistics that cover the activities described in the following SOW in a monthly report.

The primary focus of overall library services will be information storage, retrieval and delivery to ensure timely and efficient provision of information services and resources relevant to Langley's mission. The contractor shall provide a professional and para-professional staff that is multi skilled in all phases of the library requirements. The contractor will participate as an integral team member for providing customer service and information science support (structure, creation, retrieval, dissemination and transfer of information) to the government.

The primary information resources will consist of a minimal print collection and expanded access to electronic materials, including books, journals, databases and web sites. Technical library services to Langley to include other NASA Langley contractor personnel. All contractor personnel shall hold a confidential security clearance and be trained in handling sensitive but unclassified materials. All activities shall be performed in accordance with the applicable laws, regulations, standards, and directives in Table 8.1. Computer system requirements are specified in Table 8.2. Specific services include the following at the workload specified under Table 8.3.

- 1) Provide information desk services to library patrons by responding to requests for information, guiding patrons to relevant library resource, and initiating referrals to Government Reference Staff. The Library will be open 8:00am-4:30pm Monday through Friday. The Information desk shall be staffed from 9:00am-3:00pm Monday through Friday, except contractor holidays and NASA directed closing; if information services are needed outside those hours staff shall be available other hours as needed to provide urgent services.
 - a) Assist patrons in finding materials located within the library's collection. Assist patrons with the use of machines (copiers/readers) located in the library. Answer patrons' directional and quick identification questions. Refer in-depth questions, problems related to the collection, library administration, policy and resources to the government staff.
 - b) Register users and check in and out library materials to authorized Langley Library patrons. The Langley Library collection contains classified and a variety of sensitive information including export controlled and proprietary information. The contractor shall develop and submit for Government approval procedures to ensure circulation of the collection only to authorized personnel.
 - c) Identify items missing from collection, update NASA GALAXIE, and conduct a search for missing items on a monthly basis. Report lost and destroyed library materials to the Contracting Officer. Identify materials that are damaged and inform the Government to determine the need for repair and replacement.

- d) Perform weekly stack maintenance for a dwindling print collection including maintaining library material in appropriate locations in a neat and orderly appearance by collection type and classification.
- e) Be responsible for weeding the print collection and shifting as necessary.
- f) Gather and statistics and provide analysis on collection usage and circulation and report to the Government monthly.
- g) Provide exit clearances and patron database maintenance.
- 2) Provide publications support for the tracking and electronic dissemination for LaRC management of scientific and technical information (STI).
 - a) Update database records for LaRC technical publications using the LaRC-provided Technical Publication Submittal and Approval System (TPSAS), including correcting errors and inconsistencies, identifying duplicate records, and adding published information and Patent information.
 - b) Update published information for LaRC authored journal articles and books by creating a list of unpublished journal articles and books and update after government input.
 - c) Input metadata and upload technical document files to DSpace digital repository and the NASA Center for AeroSpace Information (CASI). Provide notification to author and CASI when document files are available.
 - d) Provide assistance to authors and clerical staff on the preparation and dissemination of document files and the use of TPSAS.
- 3) Provide materials request processing.
 - a) Process all incoming requests for materials via the LF31 system with the exception of interlibrary loan requests.
 - b) Fill all incoming requests with the exception of interlibrary loan.
- 4) Provide content management.
 - a) Comply with procedures and processes for using the GALAXIE system, the contractor shall collaborate with the GALAXIE Help Desk for related problems.
 - b) Maintain records of LaRC Library holdings in the Agency-wide integrated library system (NASA Galaxie), OCLC, and other content management databases; evaluate and catalog archival materials.
- 5) Provide acquisitions/cataloging service.
 - a) Shall provide library services using the government provided NASA GALAXIE online information system and other specified library sources. NASA GALAXIE is the Integrated Library System (ILS) used by NASA Libraries to perform various functions of acquisition, cataloging, circulation, and serials control. NASA GALAXIE uses the Sirsi Library Management System.
 - b) Order/acquire Library materials in all formats at the direction of the Contracting Officer or his/her designated alternate. Using existing Government purchase order specifications, order electronic materials, books, documents, serials, and other mission related materials as needed. Generate and place orders for materials and maintain all funding records in the NASA GALAXIE Acquisitions Module. Use of the Online Computer Library Center (OCLC) shared cataloging bibliographic system is required.
 - c) Maintain account records for acquisition activities.

- d) Catalog and process library materials in accordance with AACR2 and Library of Congress Classification Schedules.
- 6) Provide information acquisition and access services.
 - a) The Contractor shall acquire information resources as specified by the Government. Most of the information resources are in electronic format and some are in print format. Information acquisitions shall include obtaining quotes; verifying quotes (if provided by Government); notifying Government of any order discrepancies; identifying any licenses requiring Government attention such that schedule impact is minimal; placing the order; tracking the order; resolving issues with vendor(s); processing receipt of order; and processing payment to vendor(s).
 - b) The Contractor shall enter all pertinent metadata information about resources into the appropriate library systems (NASA Galaxie, SFX, and others) to ensure access to Center customers following Government-provided guidelines. Information access efforts shall include creating and/or loading metadata (bibliographic records, electronic journals information, etc.) into appropriate library systems; coordinating with library systems contractors with batch loading, global edits, and other streamline processes; checking accuracy and quality of metadata of newly acquired information resources; administering account information (e.g., user accounts, IP authentication profiles) in various administrative web sites provided by subscription services; and notifying Government of access.
 - c) The Contractor shall notify the Government about any delays that would push an order past the specified period and provide an estimated date the order would be processed. After the order is placed, the Contractor shall provide the Government an estimated date for receipt and access of information resource.
 - d) For annual renewals of subscriptions to journals, databases, and other electronic resources, analyze use, prioritize selections based on cost and value, and evaluate new offers and content. The Contractor shall provide and follow an annual acquisition schedule to manage these collection development activities. The Contractor shall inform the Government in writing (including spreadsheets itemized by resource title and other supporting materials) of the projected renewal costs for the next fiscal year at the beginning of each August.
 - e) The Government will evaluate information provided by Contractor and submit the order requests in writing to the CLASIC official managing library services.
 - f) The Government will provide the Contractor as much of the following information as possible when requesting new orders: information resource title(s), description of information resource, vendor company name(s), vendor POC(s), estimated cost of information, and vendor quote(s).
- 7) Provide Information Management Branch technical document digitization. The Government seeks to increase the accessibility of the Technical Library's aerospace documents collections by converting the print to digital assets. These core aerospace documents date back to the late 1800's up to the early NASA era and include documents from other government agencies, both foreign and domestic, academic institutions, and corporations.
 - a) The Contractor shall manage all aspects of the document digitization: equipment acquisition, implementation, and maintenance; print document handling and preparation; scanning, optical character recognition (OCR), and file management; metadata creation

and management; archival microfilm production; post-scanning document handling; and quality control.

- b) The Contractor shall establish a scanning operation located onsite to convert Technical Library print collections to digital objects. The Contractor shall supply the Government a plan for equipping the facility with a scanning operation that has the throughput capacity to scan between 50,000 to 55,000 documents per year (about 65 pages per document). The plan shall include no less than scanning equipment and software cost, associated equipment cost (e.g., copiers, printers), and implementation costs. Also, The Contractor shall develop and optimize the necessary end to end workflows and processes for achieving maximum output and quality. Upon approval, the Contractor shall acquire the equipment outlined in the plan.
- c) The Government will provide the Contractor with a list of document collections to be digitized. Any special handling instructions for the Contractor will be conveyed in writing by the Government. The Contractor shall pull documents from designated collections. The Contractor shall prepare documents for scanning to ensure quality scan and maintain integrity of print items. Handling and document preparation includes trimming documents, staple removal, photocopying fragile or marred pages so the copies are used for scanning, microfilm production, and boxing for archival retrieving per written Government instructions.
- d) The Contractor shall scan each document in designated collection and provide a separate digital file for each print item. The Contractor shall maintain the capability of creating multiple file types, including TIFF, PDF, PDF/A, and JPEG, using resolution of no less than 300 dpi.
- e) The Contractor shall perform optical character recognition (OCR) processing for each scanned image. The Contractor shall manage the workflow of scanned and associated files for post-scanning processing. File management includes temporary storage and disposition of scanned files, transfer of files to workflow management software (e. g., NX), and transfer/copying of files to backup system. The Contractor shall create searchable PDF files, with Fast Web View enabled, for each document. Create microfilm copies for archival purposes.
- f) The Contractor shall work with IMB systems and catalogs and IT contractors to utilize existing sources of metadata. Metadata shall be created when there are no existing sources from card catalog. There will be no need for any original cataloging. The Government will provide guidelines for creating metadata records.
- g) The Contractor shall conduct quality control checking of the scanned images utilizing standard industry practices to insure that scanned images are complete representations of the print. The Contractor shall perform corrective actions to remedy incomplete scanned items.
- h) The Contractor shall upload documents with no limitations to Government-specified servers and systems. If documents have limitations they shall be scanned to compact disk (CD).
- i) The Contractor shall dispose of documents as requested by the Government. Disposition will initially consist of temporarily reshelving the documents to allow a 100% quality check. The items shall then be boxed for archive retrieval at the request of the Government.

- j) The following assumptions apply to the digitization task:
 - i) Documents average 65 single page images.
 - ii) The Contractor can de-bind all documents and return them clipped using a metal binder.
 - iii) Paper information is unclassified. Because of copyright restrictions some papers will be proprietary.
 - iv) Each document is marked with a unique accession number, which shall be used as the file name for the electronic document.
 - v) While reports may have more than one copy it is assumed that the number of documents estimated refers to unique documents.
 - vi) Coordination among LITES and ODIN contractors will be necessary to complete tasks of automation, workflow, and storage of electronic files.
 - vii) Dublin Core and/or COSATI (Tech Report) shall be used per Government request.
 - viii) Minimum metadata tags (obtained from card file) to be maintained are as follows:
 - (1) Title
 - (2) 1st Author
 - (3) Report Number
 - (4) Creation Date
 - (5) Corporate Source
 - (6) Accession Number
 - (7) Subject/Keywords
 - ix) The following collections are identified for digitization. Other collections will be identified as they become relevant.
 - (1) CoreAero:
 - (a) First priority for digitization is CoreAero documents, approximately 60,000 documents.
 - (b) Approximately 30% of the CoreAero collection may be considered to be in poor condition.
 - (c) Approximately 50% of metadata records are available for this collection in NASA Galaxie.
 - (d) Metadata needs to be created for approximately 50% of the collection using the information found on the card files. There is no need for original cataloging.
 - (e) No editing of Galaxie records will be required for this collection.
 - (2) Project Documents:
 - (a) Second priority for scanning will be given to project documents and other documents as identified by the Government, approximately 35,000 documents.
 - (b) Metadata exists for 80% of this collection.
 - (c) For 20% of the collection minimum metadata will be created using government specifications. No need for original cataloging.

(d) 0% of the project documents are in poor condition.

8.1 Performance Standards

The following performance standards will be applied in the Technical Library Services work area. Performance metrics and method of surveillance are included in the Performance Requirements Summary in the Award Term and Performance Evaluation Plan.

- SOW 8 Complete all Information Desk transactions in-person transactions within 8 working hours; remote access transactions should be completed within 12 working hours; all transactions should be processed with no more than 3 government interventions.
- SOW 8 Process automated material requests within 2 working days of receipt.
- SOW 8 Perform monthly database clean up, correct mistakes and merge duplicate records.
- SOW 8 Provide monthly statistics on the number of metadata records created, documents added, man hours expended to support the library's digital repository
- SOW 8 Track and report material request statistics monthly.
- SOW 8 Shelve print news papers, and journal issues within 5 working days of receipt, identified popular titles should be shelved within 2 working days.
- SOW 8 Accurately process LaRC technical documents for publication within 8 working hours of receipt.
- SOW 8 Solicit customer feedback on information desk and material request services on a regular basis and report customer satisfaction levels monthly.
- SOW 8 Process electronic files for printing or on-line dissemination within 5 working days receipt (author delay in excess of 1 day will not impact rating).
- SOW 8 Protect classified and sensitive information.
- SOW 8 Place orders for library materials within 10 working days with the exception of a "rush job".
- SOW 8 Process claims for print serials within 28 working days and claims for electronic resources within 8 working hours.
- SOW 8 Process incoming shipments within 10 working days with the exception of a "rush job".
- SOW 8 Process invoices within 24 working hours.
- SOW 8 Accurately catalog print items and make "shelf ready" within 10 working days.
- SOW 8 Complete all annual orders within 30 days of order request.
- SOW 8 Complete item orders (individual book titles, etc.) within 5 working days of order request.
- SOW 8 Complete information access data entry (cataloging, NASA GALAXIE, SFX, resource admin modules, etc.) within 5 working days of receipt of new resources.
- SOW 8 Complete information access data entry edits (cataloging, NASA GALAXIE, SFX, resource admin modules, etc.) within 4 working hours of notification of issue or change.

SOW 8	Complete user account management actions (new accounts, delete accounts, etc.) within 1 working day of request.
SOW 8	Set up digitization operation, optimize the workflows and productivity of deliverables 3 months after the initial transfer of funds
SOW 8	Digitize minimum of 5,000 documents 6 months after the initial transfer of funds
SOW 8	Digitize 25,000 documents 12 months after the initial transfer of funds
SOW 8	Complete metadata entries prior to making the scanned documents available on the server.
SOW 8	OCR should have 99% accuracy rate
SOW 8	100% of the PDF files should be searchable
SOW 8	Metadata should have a 95% accuracy rate
SOW 8	100% documents should have Fast Web view enabled
SOW 8	Complete edits and/or changes (bad scans, bad OCR, metadata problems, etc) within 5 working days after receiving notification of issue or change.
SOW 8	Deliver CDs containing SBU to government within 1 working day.
SOW 8	Notify government of any issue that stops scanning production or metadata entry within 8 hours.
SOW 8	Properly disposition print copies of scanned documents within 30 days of the Government's quality assurance approval.

Table 8.1 Applicable Laws, Regulations, Standards, and Directives for Technical Library Services (SOW 8)

Applicable Laws, Regulations, Standards, and Directives	SOW Area
Laws	
Copyright Act 1976	8
Federal Regulations, Executive Orders, and Guidance	
Library Of Congress Classification Outline	8
Machine Readable Cataloging (MARC) standard revised	8
29 CFR Part 1910—Occupational Safety And Health Standards	8
NASA and Langley Directives	
NPD 1490.1, NASA Printing, Duplicating, Copier, Forms and Mail Management	8
LAPD 1440.6, Records Management Program	8
LAPD 1460.1, Mail Management	8
NPD 1440.6, NASA Records Management,,	8
NPR 1441.1, NASA Records Retention Policy Guidance	8
NPR 1450.10, NASA Procedures and Guidelines, NASA Correspondence Management and Communications Standards and Style	8
Other	
Online Computer Library Center (OCLC)	8
American Library Association (ALA) standards	8
Anglo-American Cataloging Rules II (AACR II)	8
NASA Thesaurus	8
Library Binding Institute Standards, ANSI/NISO Z39.78-2000, National Information Standards Organization	8

Table 8.2 System Requirements for Technical Library Services

Application/System Requirements	SOW WBS
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Exhibit A - Modification 151

Application/System Requirements	SOW WBS
Comparable ODIN seat – GP2	8
Contractor computers must access the Government-furnished systems/applications listed below	8
Contractor PC, Mac, and UNIX computers must be capable of accepting and transferring files among platforms via email, File Transfer Protocol (FTP), Appleshare, and Internet	8(2)
Microsoft Office – Word, Excel, PowerPoint	8
Sirsi compatible barcode scanners	8
Adobe Acrobat and Acrobat Exchange	8(2)

Government-furnished applications/ systems	SOW WBS
NASA Systems:	
NASA GALAXIE – Sirsi STILAS library management system	8
NASA RECON, NASA ASAP – NASA Scientific and Technical Information databases	8
Langley-unique systems and applications:	
Reports database – SQL database for publication tracking	8
Tips, templates and samples – Web site	8
LaRC Locator System—on-line database of location information for LaRC staff	8
Central Correspondence Filing System – Mainframe application	8
Commercial-off-the-shelf software/systems (COTS)	
Sirsi client software for accessing NASA GALAXIE	8
Online Computer Library Center (OCLC) cataloging resource	8
Library Automated Retrieval System (LARS) binding software	8
FrameMaker for UNIX	8

Table 8.3 Workload for Technical Library Services

Workload for Technical Library Support		
Function	Estimated quantity	Timeframe
Items ordered and received	500	Annually
Items cataloged	500	Annually
Information Desk customer transactions	3000	Monthly
Material requests	5000	Annually
Journal issues received, processed, and checked in	1000	Annually
Metadata records created and documents uploaded in digital repository	8000	Annually
LaRC technical documents for which bibliographic record is created for tracking and updated	1200	Annually
STI series reports, journal articles and meeting papers processed for electronic dissemination and possible printing	600	Annually
Information Acquisition and Access Services		
Renewals for electronic journals (approx \$550K)	4 to 6 consortium packages and 300 other titles	Annually
Electronic Databases and other e-resources (approx \$400K)	8-10	Annually
Other Items ordered and received	500	Annually
e-resource Meta data input (NASA SFX, etc)	1 batch load and 20 manual edits	Monthly average
Manage user accounts	4 actions	Monthly average
Items cataloged/meta data created in NASA GALAXIE system	500	Annually

Exhibit A - Modification 151

Workload for Technical Library Support		
Function	Estimated quantity	Timeframe
Information Management Branch Technical Document Digitization		
Metadata records created for documents to be scanned utilizing existing metadata when available.	23,000	Annually
Specified documents scanned	46,000	Annually
Scanned documents OCR processed	46,000	Annually
PDF files created for scanned and OCR processed documents	46,000	Annually
Microfilm copies created for archival purposes	46,000	Annually
PDF documents uploaded to server	46,000	Annually
PDF documents downloaded to CDs	920	Annually
Print copies of scanned documents disposed	46,000	Annually
Project status meetings attended	2	Monthly
Project statistics and milestones reported	1	Monthly

9. Indefinite Delivery Indefinite Quantity (IDIQ) Requirements

Services may be required in all work areas as part of the indefinite delivery indefinite quantity (IDIQ) portion of the contract. This work includes the work described in the sections below as well as unplanned projects in any area of the SOW. Carpet removal and installation task orders will be issued on a regular basis. Unplanned project task orders will be issued as requirements materialize. The Government will issue Task Orders (TO) for all IDIQ work as specified in Section H.19, Task Ordering Procedure. The unit priced labor rates and indirect rates set forth in Section B of the contract schedule in addition to appropriate material, equipment, and other direct costs (ODC) shall be used by the contractor to propose a fixed price for each TO.

The following two types of TOs will be issued for IDIQ services:

- 1) Fixed-Price. The Government will furnish a statement of work, including schedule requirements.
- 2) Fixed-Price Time & Materials (FPT&M). The Government will furnish a statement of work for services with the total “not-to-exceed” cost indicated. FPT&M TOs will be used for requirements with response times that will not allow development of a detailed statement of work and detailed proposal and for requirements for which the details cannot be adequately defined in advance.

9.1 Fixed Price Task Orders

In addition to the procedures defined in Section H.19, the following ordering procedures apply:

- 1) TOs for carpet removal and installation will be issued by the Government based on the unit price rates in Section B for the quantities required. A proposal will not be requested from the contractor for carpet removal and installation tasks unless unusual carpet situations are encountered. Task orders for carpet may be issued via electronic means or orally using a Government credit card.
- 2) For other TOs, the contractor’s proposal shall include the approach to accomplishing the work, any additional work procedures needed to control the work, detailed breakdown of labor hours and cost, and a detailed breakdown of material, equipment, and other direct costs (ODC). The proposed labor hour quantity, material costs, equipment costs, and other ODCs shall be based on historical data, appropriate industry standard, or other rationale explained in the proposal. Material, equipment, and ODCs shall include the applicable indirect rates from the price schedule in Section B.
 - a) The detailed breakdown of labor hours shall be provided for each labor category performing work on the TO. Note that all hours associated with overhead, supervision, clerical support, and other administrative activities are included in the CPIF portion of the contract. Total labor cost shall be developed by applying the labor rates in the price schedule. The unit price for categories of labor not addressed in the price schedule shall be as mutually agreed upon between the Contracting Officer and the contractor.
 - b) Proposed material requirements shall include a list of materials establishing the size, quality, and number of units. Material costs shall include applicable transportation charges and discounts.
 - c) Equipment requirements shall include a list of equipment identifying the type, size, capacities, number of units, and hours of use for each unit. Equipment costs of IDIQ services shall include only that equipment necessary for TO performance that is not

available from existing work areas. The contractor shall demonstrate the unavailability of existing equipment in the proposal.

- d) ODC requirements shall include detailed description of travel or service.
- 3) The Contracting Officer will either accept the proposal or negotiate any areas of disagreement with the contractor. The contractor shall not perform any work on a TO until authorized by the Contracting Officer. The Contracting Officer reserves the option to accomplish the work other than with this contract.

9.2 FPT&M Task Orders

For FPT&M TOs, the unit priced labor rates set in the price schedule in Section B shall be used. The contractor will be reimbursed for all direct labor expended at the unit price for that type of labor, plus actual expenses for materials, equipment, and ODCs with indirect rates (from Section B) within the “not-to-exceed” amount indicated on the TO. T&M TOs shall be definitized with a fixed price as soon as practicable after issuance.

9.3 Carpet Installation and Removal

Provide complete warehousing, removal (including removal of molding), repair, and installation of Government-furnished carpet. The contractor shall provide cove base in 4-inch and 6-inch sizes and shall provide adhesive and all incidental materials required for installation of roll carpet and tiles with non-foam backing, vinyl backing, and condensed vinyl backing. Standard colors shall be black, brown and gray. Adhesives shall be applied to 100% of the flooring for carpet installation or repairs. Installation requirements vary significantly with approximately 10 delivery orders issued monthly requiring up to 1,500 square yards of carpet and 5,000 linear feet of cove base per month. The Contractor shall install carpet with minimum number of seams and no puckers in the finished carpet. The contractor shall clean up, remove, and immediately dispose of all waste material in a Government-provided dumpster, and shall provide immediate thorough vacuuming of the work area upon completion of each job. Approximately 10% of carpet services may have to be performed after normal working hours.

It is anticipated that unusual carpet situations may be encountered when systems furniture cannot be disassembled and reassembled within the required timeframe and carpet must be installed around the furniture. Other special requirements may include adding special designs or color for a decorative finish, for example, a border or decorative color, involving approximately 500 square yards annually. In such instances, the Government will request a written proposal (normally due within 5 working days of notification) for the requirement, and the price will be negotiated between the contractor and contracting officer. There may be situations involving asbestos-laden flooring over which carpet has been previously installed. In these cases, the contractor shall stop work and notify the Government immediately.

9.4 Data Conversion for Integrated Financial Management System

Perform data conversion activities in support of transition to the NASA-wide Integrated Financial Management System (IFMS). The implementation of new SAP commercial-off-the-shelf (COTS) software will require conversion of data from existing systems to the IFMS, including procurement, financial, asset management, and human resources management systems.

Prior to the conversion of data, it will be critical to clean up, reconcile, and close out data wherever possible. Examples of this are as follows:

- Reconcile Center system data to the Headquarters databases. Any detailed conversion data must balance with the summary Headquarters data.
- Balance subsidiary ledgers and/or systems to the corresponding summary General Ledger. Examples of this include subsidiary ledgers/systems for accounts receivable, advances, and property.

Detailed data conversion requirements will be finalized during the IFMS Design Phase. Since IFMS generally supports paperless electronic processing, the amount of detailed document data elements required by the software will likely be greater than that supported by most current Headquarters and Center systems. Conversion tasks include reconciliation to ensure all appropriate documents will be converted, and reconciliation of individual data elements within records, such as procurement placement codes, dollar amounts, and open procurement and accounting line items.

For the Procurement function, all open obligation documents (not administratively closed) will be converted in total. Open obligation documents include such documents as contracts, grants, cooperative agreements, purchase orders, delivery orders, task orders, modifications, supplements, GSA Federal Supply Schedule orders, Blanket Purchase Agreements (BPAs) and BPA calls, Space Act Agreements, Indefinite Delivery/Indefinite Quantity Contracts, and NASA Consolidated Contracts. Goods/Services Line Items in these obligation documents will be converted where required. Data conversion activities include, but are not limited to, the following:

- 1) Reconcile Acquisition Management System (AMS) data with LaRC financial management system data.
- 2) Reconcile AMS data with NASA Procurement Management System (NPMS) data.
- 3) Reconcile Electronic Purchase Request System (EPRS) data with financial management system data.
- 4) Reconcile BankCard System data with financial management system data.
- 5) Record goods and services line items, including quantities, descriptions, and associated accounting line items for open obligation documents, as needed to support contract administration, finalization, and future processing of records in IFMS. This includes recording information regarding line items and quantities received, inspected, and accepted.
- 6) Reconcile vendor information that appears duplicative. Obtain Contractor and Government Entity (CAGE) codes, or other vendor identification numbers determined by NASA, for all open obligation documents. The CAGE codes shall be an exact match to the LaRC vendor information.

9.5 Library Scanning and Data Conversion

Perform scanning and data conversion activities in support of the conversion of data held in the Library manual card files, project files, and special collections into electronic format for the Library's database. Prepare and package hardcopy documents for scanning. Copy matching data when available from existing databases or enter original data into bibliographical databases. Input and maintain links between digital bibliographical database and documents, images, and

other materials as they are made available electronically on-line. Review newly scanned image files, perform quality assurance, and post to servers for online availability.

9.6 Technical Publication Services

Provide comprehensive publication services necessary to prepare draft documents for printing and electronic dissemination. Services include professional technical editing, proofreading, desktop publishing, manuscript preparation, figure preparation and manipulation, and information management services for technical reports, conference publications, journal articles and meeting papers, newsletters, web page text, brochure text, proposals, and special publications. Subject matter of documents ranges from highly technical archive reports to information for the general public and school children. Style shall conform to standards and style guides determined by the service recipient. Work shall be performed in an off-site location to the customer's schedule. Publication services include the following:

- 1) Process incoming drafts and electronic files from authors for editing and manuscript preparation. Format and maintain electronic reference list. Transfer, manipulate, and convert electronic files among UNIX, PC, and Macintosh platforms.
- 2) Review, edit, rewrite, and prepare for publication manuscripts dealing with advanced technical subject matter in the areas of aeronautical or physical science, mathematical theory, engineering disciplines, and computer science for a variety of audiences including engineers and scientists, and LaRC stakeholders. Review, edit, rewrite, and prepare for publication materials for K-12 students and teachers for Office of Education. Establish levels of edit based on Van Buren and Buehler's *Levels of Edit*. Explain and offer requester the option of various levels of edit.
- 3) Provide editorial coordination of all aspects of manuscript production (on-line and hard copy), resolve all questions arising from author interview or review and proofreading, and ensure that printing and distribution requirements are specified.
- 4) Produce photographs, illustrations, and drawings appearing in NASA reports, in journal articles. Facilitate production and integration of figures into documents during all phases of document preparation. Create professional quality technical art and scientific figures containing Greek and mathematical notations. The primary graphics software package is Adobe Illustrator. The contractor shall (1) maintain familiarity with computer graphics software and hardware being used by authors to originate figures, (2) develop capability on software in widest use (three to five illustration programs), and (3) convert author-supplied electronic graphics files into formats that can be modified and/or integrated into electronic documents for both printed and electronic (e.g., web) distribution.
- 5) Provide desktop publishing support for various research documents such as NASA reports, journal articles, and meeting papers. Document preparation stages range from rough draft to final camera-ready copy and/or electronic file for on-line dissemination and printing on electronic publishing print-on-demand system. Electronic files in PDF (Portable Document Format), Postscript, and native electronic publishing formats shall be delivered as required. Instructions from numerous association and journal publishers shall be followed when applicable. Electronic publishing software packages used include primarily Microsoft Word on PC and Macintosh platforms. Computer files shall be created, modified, transferred, converted, and saved in proper formats on appropriate platforms to allow integration into electronic documents.

- 6) Proofread final manuscripts for spelling, capitalization, usage, and format in accordance with applicable publication standards. Compare final manuscripts with edited drafts to ensure that they comply with editors' and authors' modifications. Facilitate all necessary changes to final manuscript and ensure that manuscript is ready for printing. Ensure that front and back matter is correct and that appropriate restriction notices are properly included, and prepare instructions for printing.
- 7) After publication, prepare files for further electronic distribution (via CD-ROM).

9.7 Video Production Services for the Office of Education Distance Learning Program

Provide complete video production services including video production and post-production, both linear and non-linear editing, 3D and 2D animation, in support of the Office of Education (OEd) distance learning program. The primary objective of the distance-learning program is to utilize NASA projects, programs, facilities, and personnel from the five NASA Enterprises to enhance the teaching of geography, mathematics, science, and technology in grades K-16. The distance learning initiative is conducted in cooperation with the other NASA centers, other government agencies, the private sector, and the educational community. All video production work shall comply with NASA Langley Research Center, Federal Communication Commission (FCC), Society of Motion Picture and Television Engineers (SMPTE), and National Television System Committee (NTSC) rules, regulations, and standards for professional broadcast quality.

- 1) Perform the management and administration of video operations:
 - a) Coordinate logistics and provide talent and other required services for productions, for example, rental of field acquisition equipment, studio facilities, actors, narrators, music, closed captioning, foreign language dubbing or translation, and stock footage.
 - b) Plan, project, and track costs of video production services. All ODC expenditures shall be approved by the OEd POC in advance.
- 2) Provide customer service to process all OEd incoming video service requests. Interface with OEd customers and determine their video requirements. Provide up-to-date information concerning the status of their video service requests.
- 3) Enter work request data into a Government-supplied 4D database system to log and track activities and maintain records so that each discrete job and magnitude of work (hours) can be attributed to a LaRC educational program. Ensure that the database information is up to date and accurate. Report monthly on costs such as labor and other direct charges, for example, travel, talent fees, sound and lighting services. Data-gathering and ad hoc reporting requires the contractor to manipulate and extract statistics from the database. Conduct biannual customer satisfaction surveys.
- 4) Write and develop scripts, perform image acquisition, and create video productions in BETACAMSP and Digital BETACAM formats. Approximately 80% of the video image acquisition occurs at LaRC; 20% occurs off site. Out of town travel is required, including some foreign travel. Productions include the Kids Science News Network, NASA SCIENCE Files, and NASA Connect. The contractor shall provide the Government duplications (VHS format) of all completed video productions.
- 5) Using Government-provided editing equipment, perform linear and non-linear editing of field, studio, digital, and electronically acquired imagery. Post-production elements include natural ambient sound, sound effects, and music as well as a voice track to create a finished

video production. Non-linear post-production requirements include working and creating media in the QuickTime format, digitizing and electronic formatting of multiple sources into digital media.

- 6) Provide general and specialized animation services in the three-dimensional (3D) and two-dimensional (2D) formats. The contractor will have access to the LaRC Geometry Laboratory (GEOLAB) high-performance graphics computer workstations for rendering of animation files at the convenience of the Government.
- 7) Perform videotape duplication of finished videos and tape conversion if necessary.
- 8) Maintain files of stored video imagery tapes so that they are easily accessed.

9.8 Performance Standards

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| SOW 9.3 | Properly install/remove carpet on TO schedule. |
| SOW 9.3 | Provide prompt, courteous customer service. |
| SOW 9.4 | Comply with IFMS Data Conversion Plan. |
| SOW 9.4 | Perform error-free data conversion. |
| SOW 9.5 | Accurately create database entries and document links according to TO schedule. |
| SOW 9.5 | Coordinate scanning according to TO schedule. |
| SOW 9.5 | Ensure that scanning has not compromised format or content of original document |
| SOW 9.6 | Provide substantive edit to NASA technical reports and deliver error-free electronic files for printing within the established deadline. |
| SOW 9.6 | Provide a level of edit identified by requester for other documents within the deadline negotiated with requester. |
| SOW 9.6 | Prepare error-free manuscripts that comply with format requirements and deliver within the deadline negotiated with requester. |
| SOW 9.7 | Protect classified and sensitive information. |
| SOW 9.7 | Produce video products that are technically accurate correct to customer's specifications and in compliance with applicable standards within scheduled deadlines. |
| SOW 9.7 | Provide courteous, prompt customer service. |
| SOW 9.7 | Enter data accurately into work control and maintain up-to-date work status. |
| SOW 9.7 | Provide monthly expenditure reports to track costs of each distance learning initiative |
| SOW 9.7 | Maintain and properly operate Government equipment per manufacturers' specifications. |